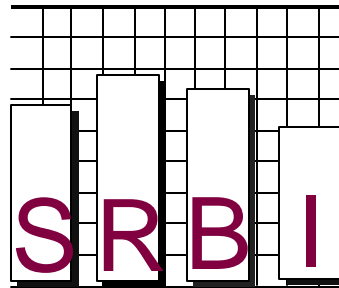


**1999 Survey of Satisfaction
with the
VA EDUCATION BENEFITS CLAIMS PROCESS**

Prepared for

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Executive Summary

EXECUTIVE SUMMARY

Overview

This is the fourth phase in the nationwide study of beneficiary satisfaction with the VA education benefits claims process. The first phase in the Fall of 1997, was a pilot conducted of beneficiaries whose claims were processed at the Muskogee, Oklahoma Education Regional Processing Office (RPO), one of four RPO's. The second phase — using a questionnaire that was revised slightly as a result of the experience of the Muskogee pilot — was a rollout to those beneficiaries whose claims were processed at the other three RPO's in Atlanta, Georgia; Buffalo, New York; and St. Louis, Missouri. The third phase was the first nationwide study of VA education beneficiaries regardless of where their claims are processed. The current phase is the second nationwide administration of the questionnaire to all VA education beneficiaries.

All previous administrations collected responses by mail. The 1999 administration added an Internet data collection component. In addition, the questionnaires used in this study were changed as a result of the experience in the previous studies. The major changes to the questionnaires included an introduction to the sections dealing with the various ways beneficiaries can contact VA by phone, and a series of demographic questions at the end of the questionnaire. While some of the demographic information (gender, age, marital status, etc.) was available from the administrative files, this information was not always complete. Further, questions on the number of children were not available from any other source. Lastly, the three paper questionnaires were translated into Spanish and sent to all respondents with an address in Puerto Rico. [Appendix B contains a detailed discussion of the methodology used in this study. Copies of the English and Spanish versions of the questionnaires are in Appendix C.]

Individuals were selected randomly to be included in the study from among the 502,746 who filled a claim, either original or supplemental, with an RPO between April and September 1999. A total of 5,598 education beneficiaries received questionnaires. Of the original mailing, 214 were undeliverable by the Post Office and an additional 25 returned their questionnaire indicating that they had never received VA education benefits. This left an effective sample of 5,359 of which 2,807 returned completed questionnaires; 2,354 paper questionnaires (83.9% of all completed forms) and 453 over the Internet (16.1% of all completed forms). This is a response rate of 52.4 percent.

Summary of Findings

Almost four beneficiaries in five (78 percent) were very or somewhat satisfied with how VA handled their claim. This is the same proportion as in the 1998 administration. Satisfaction varied only slightly by RPO, ranging from a high of 82 percent for St. Louis (an increase of 1 percent from 1998) to a low of 77 percent for Muskogee (a decrease of 2 percent). Overall satisfaction for Atlanta (an increase of 5%) and Buffalo were at 78 percent (no change). As in the previous reports, a difference in overall satisfaction by benefit program and veteran status continued.

Dependents receiving benefits under Chapter 35 continued to be the most satisfied, with 84 percent saying they were either very (48 percent) or somewhat (36 percent) satisfied with the handling of their claim. While this was only a 1 percent drop in overall rating as seen in the previous report, there was a 7 percent shift toward 'very satisfied' – this is a reversal of the 6% shift away from “very satisfied” that was reported in the previous report. Veterans receiving benefits under Chapter 30 were once again the second most satisfied group of beneficiaries, with 79 percent, a 1 percent increase over the previous report, responding that they were either very (38 percent) or somewhat (41 percent) satisfied. Active duty servicemembers receiving benefits under Chapter 30, and reservists receiving benefits under Chapter 1606, continued to report the lowest overall satisfaction, 71 percent (a 2 percent increase over 1998) and 76 percent (a 1 percent decrease) respectively.

Beneficiaries have three ways to get information from VA by phone: they can call 1-800-827-1000 toll-free and be connected to their local VA Regional Office (RO); they can call 1-888-GI BILL-1, a relatively new toll-free service, and be connected to their RPO; or they can call their RPO directly. Slightly over half (55 percent) of all education beneficiaries reported that they had ever called the 1-800 number to get information about education benefits, compared to 32 percent who had ever called the 1-888 number and 31 percent who had ever called an RPO directly. Use of the 1-800 number decreased by 7 percent since the last report. (Since the question asked if they **ever** used this number, the use over the last year could have dropped by an even larger amount.) The drop in the use of the 1-800 was offset by the increased use of the 1-888 number, up 20 percent since 1998, and by calling the RPO directly, up 23 percent. It should be noted that the 1-888 service was not fully implemented at the time of the 1998 administration.

Beneficiaries served by Atlanta had the highest rate of using the 1-888 number, with 38 percent; followed by Muskogee, with 33 percent, St. Louis, with 29 percent; and Buffalo, with 27 percent. Only one in eight, 13 percent, had their questions answered by the automated system (an increase of 3 percent) – a service offered only when calling the 1-888

number. In addition, 45 percent talked to a VA employee only (a decrease of 10 percent from 1998), and the remaining 42 percent used both services (an increase of 7 percent). Over half (55 percent) of all beneficiaries who called the 1-888 number either got all or part of the information they needed from the automated system.

A series of questions to measure the perceived level of service received by the beneficiary was asked of those who reported using each means of telephone contact with VA. With the exception of how easy it was to get through and ability to get information about the specific claim, the ratings are very similar across the ways to contact VA by telephone.

- **How easy was it to get through** (very easy or somewhat easy): 1-800 number, 52 percent (-12 percent); 1-888 number, 53 percent (-21 percent); calling the RPO directly, 57 percent (-14 percent).
- **How much of what you NEEDED TO KNOW did you get from your telephone contact with VA** (all or most): 1-800 number, 72 percent (-5 percent); 1-888 number, 72 percent (-8 percent); RPO directly, 77 percent (-2 percent).
- **Were you able to get this information on the first call:** 1-800 number, 66 percent (-8 percent); 1-888 number, 66 percent (-6 percent); and calling directly, 70 percent (-2 percent).
- **How responsive was the person you talked to** (very or somewhat responsive): 1-800 number, 88 percent (-4 percent); 1-888 number, 92 percent (+1 percent); and calling directly, 89 percent (no change).
- **How courteous was the person you talked to** (very or somewhat courteous): 1-800 number, 89 percent (-2 percent); 1-888 number, 90 percent (no change); and calling directly, 88 percent (-1 percent).
- **Were you able to get information about your particular education claim:** 1-800 number, 80 percent (no change); 1-888 number, 84 percent (-1 percent); and calling direct, 79 percent (+1 percent).

Those who used the 1-888 number were connected to the same employees they would have talked to if they had called the RPO directly. It is therefore hard to explain the 5-point (down from 7 points in 1998) difference in the ability of the respondent to get specific claim information when using the 1-888 number rather than calling directly.

Which of the following typically happen when you call...			
	... VA at 1-800-827-1000	... VA at 1-888-GI BILL-1	... the VA RPO directly
<i>Unweighted N</i>	<i>1,549</i>	<i>667</i>	<i>567</i>
Frequently busy	35%	37%	35%
Wait over a minute for call to be answered	60%	58%	61%
Disconnect me before my call is answered	14%	15%	13%
Call get misdirected	11%	8%	14%
Other	8%	9%	6%
None of the above	17%	21%	16%

Base: Called VA using particular service.
From Tables A-25, A-36, and A-48.
Multiple mention

A new question was added for each type of telephone contact. It asked beneficiaries what typically happened when they called VA using each of the three services available to them. Regardless of the service, they were remarkably similar. Slightly over one in three found the line frequently busy, three in five had to wait over one minute for the call to be answered, about one in seven were disconnected before their call was answered, and approximately one in ten got misdirected.

By far the largest decrease in terms of contacting VA by phone with regard to education benefits dealt with the simple matter of just getting through. Each of the three services showed double-digit decreases in ease (very easy plus somewhat easy) of just getting someone to pick up the phone. However, this decrease was not universal for each of the four RPOs. Very small changes were reported for Buffalo in terms of getting through when calling the 1-800 number (-1 percent), the 1-888 number (+2 percent), or calling the RPO directly (-2 percent). This is contrasted by Muskogee, which had the highest decrease in this area – decreases of 18 percent, 35 percent, and 22 percent respectively for the three services. St. Louis (with decreases of 12 percent, 13 percent, and 16 percent respectively) and Atlanta (with decreases of

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17 percent, 25 percent, and 17 percent respectively) were between these two extremes. As was reported earlier, the use of the 1-888 number almost tripled. As a result of the small penetration in the previous study, the magnitude of the changes for this service between the 1998 and 1999 administrations may not be completely sound. None the less, it is clear that it has become more difficult to communicate about education benefits by phone.

All RPO's continue to receive high marks for responsiveness when they were called on the 1-888 number. (This number is focused on since it goes directly to the RPO.) Ratings range from a high of 96 percent (+8 percent) for St. Louis to a low of 84 percent (-2 percent) for Buffalo, with Muskogee at 94 percent (+1 percent) and Atlanta at 90 percent (-1 percent). Courtesy ratings were also relatively high, ranging from a high of 95 percent (+11 percent) for St. Louis to a low of 86 percent (no change) for Buffalo, with Muskogee at 93 percent (-1 percent) and Atlanta at 88 percent (-3 percent).

Overall, the ability to get claim-specific information when calling the 1-888 number decreased by only 1 percentage point – from 85 percent in the previous study to 84 percent currently. This hides changes that took place among the RPO's. Both St. Louis and Buffalo posted modest increases (83 percent to 87 percent and 75 percent to 78 percent respectively). On the hand, Muskogee dropped 7 points from 87 percent to 80 percent. Atlanta, at 87 percent, while unchanged from 1998, tied with St. Louis for the highest percentage on this item.

Overall, there were marginal improvements in the perception of how long it took to process an application (mean number of weeks), a reduction of 0.1 weeks to 5.7 weeks, and how long it took to get the first check, a reduction of 0.2 weeks to 7.7 weeks. The perception of how long both of these processes **should take** also decreased to 3.4 weeks and 4.3 weeks (a reduction of 0.2 weeks for both) respectively. Beneficiaries served by the Atlanta RPO report that it takes 0.4 weeks longer to process applications and 0.5 weeks longer to receive the first check than the average for all RPO's.

St. Louis (5.7 to 5.3 weeks) and Atlanta (6.5 to 6.1 weeks) posed the largest improvements in perceived application processing time (0.4 weeks). In addition, Muskogee posted an increase of 0.2 weeks (5.7 to 5.5 weeks). Buffalo had a slight increase of 0.1 weeks in application processing time (5.7 to 5.8 weeks).

Perceptions of how long it took to receive the initial check improved for all RPO's. This improvement ranged from highs of 0.8 weeks for Muskogee (8.1 to 7.3) and 0.5 weeks for Buffalo (8.1 to 7.9). Both St. Louis and Atlanta posted an improvement of 0.2 weeks (7.6 to 7.4 and 8.5 to 8.3 respectively).

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Regardless of how long beneficiaries thought it took to process their claim, there is general agreement that this process should take an average of 3.4 weeks. This impression ranges from a high of 3.5 weeks for those who are serviced by the Atlanta RPO to a low of 3.3 for those serviced by Muskogee with the balance at 3.4 weeks. There was an overall 2.3-week perception gap between how long it took versus how long beneficiaries thought it should take to process applications for benefits. This gap ranged from a low of 1.9 weeks for St. Louis, to 2.2 weeks for Muskogee, to 2.4 weeks for Buffalo and to a high of 2.6 weeks for Atlanta.

The survey found a similar gap of 3.4 weeks between how long it took and how long it should take to get the first check. This ranged from a low of 3.1 weeks for St. Louis (7.4 vs. 4.3), to 3.2 weeks for Muskogee (7.3 vs. 4.1), to 3.5 for Buffalo (7.9 vs. 4.4), to a high of 3.7 weeks for Atlanta (8.3 vs. 4.6).

Those receiving benefits under Chapter 30 or Chapter 1606 continued to first learn about education benefits from a recruiter, 40 percent (no change) and 50 percent (up from 44 percent) respectively, while 57 percent (down from 68 percent) of dependents usually first learned about benefits from a family member or friend.

One veteran in five, 20 percent (down from 42 percent), began planning to use their education benefits at least six months before separation from the service. This proportion grew to 50 percent at separation from the service — down from 61 percent reported in the earlier study. More than two reservists in five, 46 percent (up from 41 percent), said they began planning to use their benefits prior to joining the reserves. This number grew to 63 percent (down from 70 percent) by the time their initial training was completed. For the most part, the decision to use education benefits seems to be being made later than previously reported.

More than two-thirds of veterans, 69 percent (down from 81 percent), and more than one-third of reservists, 37 percent (up from 32 percent), reported attending a pre-separation briefing. Among those who attended these briefings, 90 percent (+1 percent) of veterans and 91 percent (+7 percent) of reservists felt the information they received in the briefing was very or somewhat accurate. Overall, 55 percent (-2 percent) of all beneficiaries said they received an information pamphlet in the mail concerning their education benefits. The proportion was not consistent across all groups of beneficiaries as 71 percent (+7 percent) of dependents reported receiving a pamphlet as did 62 percent (-3 percent) of veterans. Less than half, 48 percent (+17 percent) of those on active duty and more than one-third, 36 percent (+5 percent) of reservists reported receiving a pamphlet in the mail.

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Dependents found this pamphlet the most useful with 80 percent reporting that they got all or most of what they needed to know from this document. The same was true of 72 percent of those on active duty, 69 percent of reservists, and 63 percent of veterans. These decreasing ratings should not be viewed as a reflection of the value of the pamphlet. Rather, it is an indication the number of sources of information available to each group of beneficiaries.

Like the previous study, overall, veterans affairs campus representatives were contacted most often in the early stages of the application process, including getting information on benefits, 41 percent (-3 percent); applying for benefits, 79 percent (+4 percent); and getting enrollment certified, 26 percent (-7 percent). After the application had been submitted, calls were made to VA on the 1-888 number to check on the status of the claim, 65 percent (+12 percent), and to check on payment, 57 percent (+8 percent).

Other sources of information regarding education benefits remain relatively unchanged from the previous report with over two in five, 44 percent (-4 percent), of all beneficiaries reporting that they contacted a VA regional office, either in person or through correspondence. Information was also obtained from state and county veteran organizations, 25 percent (-3 percent); friends, family or co-workers, 24 percent (+1 percent); or reserve units, 19 percent (no change). One beneficiary in five, 20 percent, reported obtaining information from the VA web site. This is up from 15 percent in the previous study.

Four in five, 79 percent (-1 percent) of all beneficiaries felt they had a good understanding of their education benefits and 72 percent (-1 percent) said they plan to use their full entitlement. Half, 49 percent (-3 percent) felt they had an excellent or very good understanding of their entitlement to other VA benefits.

The 1999 administration was the first to include demographic questions. Previously, this information was obtained from the administrative files. However, this information was found to be incomplete in some cases. In terms of gender, four in five veterans and active duty service members (80 percent for both) were male. The proportion of male beneficiaries dropped to 71 percent of reservists and 36 percent of dependents. Four in five dependents reported having children five years old or younger (83 percent) or children between the ages of 6 and 17 (82 percent). Large proportions of reservists (75 percent and 73 percent respectively), active duty servicemembers (62 percent and 66 percent), and veterans (65 percent and 64 percent) also reported having dependent children.

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Half or more of dependents (54 percent), reservists (51 percent), and active duty servicemembers (50 percent) reported that they were enrolled in a four-year degree program. The same was true of 41 percent of veterans. In addition, more than one-third of veterans (37 percent) and reservists (35 percent) were enrolled in two-year programs.

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TABLE A-1
Which of the following best describes your eligibility for education benefits?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	193	273	235	68	78	65	48	63	72	35	67	50	42	65	48
Child of the veteran	75	74	77	82	69	80	79	81	74	60	75	74	81	72	82
Orphan of the veteran	NA	4	4	NA	4	2	NA	5	11	NA	3	--	NA	3	6
Widow or widower of the veteran	8	11	9	1	14	9	6	5	8	20	12	14	--	9	4
Current or former spouse of the veteran	16	11	7	13	13	6	15	10	6	20	6	10	14	15	8
Other	2	1	2	3	--	3	--	--	1	--	4	2	5	--	--
TOTAL	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	146	148	150	46	35	52	37	43	33	25	34	34	38	36	31
Child of the veteran	81	83	73	78	77	77	81	84	73	88	88	67	76	78	74
Orphan of the veteran	NA	3	8	NA	3	6	NA	2	6	NA	--	9	NA	8	13
Widow or widower of the veteran	7	7	7	11	11	6	5	7	9	4	6	12	8	6	--
Current or former spouse of the veteran	7	5	9	7	3	10	8	5	6	4	6	9	13	8	13
Other	4	2	2	4	6	2	5	2	6	4	--	3	3	--	--
TOTAL	100	100	99	100	100	101	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	339	421	385	114	113	117	85	106	105	60	101	84	80	101	79
Child of the veteran	80	81	74	79	76	77	81	83	73	84	87	69	77	77	75
Orphan of the veteran	NA	3	7	NA	3	5	NA	3	7	NA	*	8	NA	8	12
Widow or widower of the veteran	7	8	8	9	12	6	6	7	9	6	7	12	7	6	1
Current or former spouse of the veteran	9	6	9	8	5	9	9	5	6	6	6	9	13	9	12
Other	4	2	3	4	5	2	5	2	5	3	1	3	3	--	--
TOTAL	100	100	101	100	100	99	100	100	100	100	100	101	100	100	100

M/RO = Muskogee Pilot/Rollout. NA = Not asked; included with "Child of Veteran". -- None. * Less than 0.5%.

Sum does not add to 100% due to rounding.

TABLE A-2
How did you first learn about your education benefits?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	189	271	235	66	79	65	45	61	72	35	67	50	43	64	48
Letter from VA	17	17	12	18	16	17	9	10	6	23	21	12	16	17	13
VA information pamphlet	16	25	29	12	22	28	27	28	33	11	18	30	21	38	23
Friend or family	57	54	54	64	53	52	58	59	53	54	57	56	51	45	56
Other	9	8	6	6	10	3	7	7	11	11	6	2	12	8	10
Supplemental Claims															
<i>Unweighted N</i>	145	146	148	45	35	51	37	43	33	25	33	33	38	35	31
Letter from VA	10	10	14	16	20	16	8	9	6	12	3	21	3	11	10
VA information pamphlet	16	18	25	16	23	28	14	14	33	12	15	24	26	20	13
Friend or family	63	71	57	58	60	53	65	72	64	68	82	58	63	63	58
Other	10	5	7	11	3	8	14	5	--	8	6	--	8	6	23
All Claims															
<i>Unweighted N</i>	334	417	383	111	114	116	82	104	105	60	100	83	81	99	79
Letter from VA	12	11	14	16	19	16	8	9	6	14	5	20	5	12	10
VA information pamphlet	16	19	26	15	23	28	16	16	33	12	16	25	26	23	14
Friend or family	62	68	57	59	59	53	64	70	62	66	79	57	61	60	58
Other	10	5	7	10	4	7	12	5	2	9	6	*	8	6	21

M/RO = Muskogee Pilot/Rollout.

Multiple responses permitted in the 1998 and 1999 study.

* Less than 0.5%.

-- None

TABLE A-3

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	193	274	232	67	79	64	48	63	71	35	67	50	43	65	47
All	18	24	21	28	30	28	21	27	20	9	22	14	14	15	17
Most	44	44	45	37	37	47	63	46	49	31	45	46	56	49	34
Some	32	25	28	30	27	20	15	19	27	49	24	32	28	32	40
Little	4	7	5	4	6	3	2	8	4	6	9	6	2	3	6
None	2	--	1	--	--	2	--	--	--	6	--	2	--	--	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	145	147	88	46	35	33	36	43	20	25	34	16	38	35	19
All	23	23	17	24	29	23	28	26	12	24	21	21	16	20	7
Most	46	35	47	46	26	37	47	44	58	44	29	50	47	49	52
Some	24	29	29	20	37	29	22	23	27	28	29	24	29	23	39
Little	6	11	6	9	9	10	3	7	3	4	18	6	8	6	3
None	1	2	1	2	--	2	--	--	--	--	3	--	--	3	--
TOTAL	100	100	100	100	100	101	100	100	100	100	100	101	100	100	101
All Claims															
<i>Unweighted N</i>	338	421	382	113	114	116	84	106	104	60	101	84	81	100	78
All	22	23	18	25	29	24	27	26	13	22	21	20	16	19	8
Most	46	37	47	44	28	38	50	44	56	42	31	49	49	49	49
Some	26	28	29	21	35	28	21	23	27	31	29	25	29	24	39
Little	6	10	6	8	8	9	3	7	3	4	17	6	7	5	4
None	1	1	1	2	--	2	--	--	--	1	3	1	--	2	1
TOTAL	100	100	101	100	100	101	100	100	99	100	100	101	100	100	101

M/RO = Muskogee Pilot/Rollout. -- None.

Sum does not add to 100% due to rounding.

TABLE A-4
How accurate was the information you received?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	192	274	232	66	79	64	48	63	71	35	67	50	43	65	47
Very accurate	55	59	56	58	62	58	69	59	58	43	57	52	56	58	53
Somewhat accurate	39	38	40	36	37	36	29	37	41	49	43	44	42	35	40
Neither	3	1	4	3	1	5	--	3	1	6	--	4	2	2	6
Somewhat inaccurate	*	1	1	2	--	2	--	2	--	--	--	--	--	5	--
Very inaccurate	2	--	--	2	--	--	2	--	--	3	--	--	--	--	--
TOTAL	100	100	101	100	100	101	100	100	100	100	100	100	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	141	148	152	45	35	52	34	43	33	25	34	35	37	36	32
Very accurate	49	52	57	49	49	64	74	63	61	36	47	46	46	56	59
Somewhat accurate	46	40	41	44	43	31	26	30	35	56	44	54	51	39	38
Neither	2	3	1	2	6	4	--	2	--	4	3	--	3	3	--
Somewhat inaccurate	1	3	1	4	3	2	--	2	--	--	3	--	--	3	3
Very inaccurate	1	2	--	--	--	--	--	2	--	4	3	--	--	--	--
TOTAL	100	100	100	100	100	101	100	100	96	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	333	422	384	111	114	116	82	106	104	60	101	85	80	101	79
Very accurate	50	53	57	50	51	63	73	62	60	37	48	47	47	56	59
Somewhat accurate	45	40	41	43	42	32	27	31	40	55	44	53	50	38	38
Neither	3	3	2	2	5	4	--	2	--	4	3	--	3	3	1
Somewhat inaccurate	1	3	1	4	2	2	--	2	--	--	3	1	--	3	3
Very inaccurate	1	1	--	*	--	--	*	2	--	4	3	--	--	--	--
TOTAL	100	100	101	100	100	101	100	100	100	100	100	101	100	100	101

M/RO = Muskogee Pilot/Rollout. -- None. * Less than 0.5%.

Sum does not add to 100% due to rounding.

TABLE A-5
Are you currently on active-duty in the U.S. Armed Forces?

Base: Individuals receiving benefits under Chapter 30 with no release from active-duty (RAD) date in VA administrative files.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	139	127	100	33	33	23	38	41	27	43	31	27	25	22	23
Yes	77	71	76	67	70	78	87	80	74	79	71	85	72	59	61
No	23	29	24	33	30	22	13	20	26	21	29	15	28	41	40
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	62	102	67	11	27	16	21	38	23	10	23	18	20	14	10
Yes	82	85	74	64	74	88	90	92	83	90	87	67	80	86	50
No	18	15	26	36	26	12	10	8	17	10	13	33	20	14	50
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	201	229	167	44	60	39	59	79	50	53	54	45	45	36	33
Yes	81	83	75	65	73	86	89	90	81	86	84	70	79	81	53
No	19	17	25	35	27	14	11	10	19	14	16	30	21	19	47
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum does not add to 100% due to rounding.

TABLE A-6

When did you first LEARN about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 with no release from active-duty (RAD) date in VA administrative files.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	129	127	100	33	33	23	37	41	27	34	31	27	25	22	23
Before recruitment	26	36	39	39	36	39	35	37	41	NA	45	33	32	18	44
At the time I was recruited	46	29	27	33	27	22	32	32	26	71	23	33	48	36	26
Soon after I joined	28	35	34	27	36	39	32	32	33	29	32	33	20	45	30
TOTAL	100	100	100	100	100	100	100	100	100	100	100	99	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	61	102	67	11	27	16	21	38	23	9	23	18	20	14	10
Before recruitment	23	38	39	45	41	38	29	29	35	NA	52	44	20	21	40
At the time I was recruited	50	36	35	45	26	44	29	34	30	89	43	33	50	43	30
Soon after I joined	26	25	26	9	33	19	43	37	35	11	4	22	30	36	30
TOTAL	100	100	100	100	100	101	100	100	100	100	100	99	100	100	100
All Claims															
<i>Unweighted N</i>	190	229	167	44	60	39	58	79	50	43	54	45	45	36	33
Before recruitment	24	38	39	43	40	38	30	30	36	NA	51	43	22	21	41
At the time I was recruited	49	35	33	41	26	40	30	34	30	82	40	33	50	42	29
Soon after I joined	27	27	27	15	34	22	40	36	34	18	9	24	28	38	30
TOTAL	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

Sum does not add to 100% due to rounding.

TABLE A-7
When did you first LEARN about VA's education benefits program?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,231	1,180	1,055	309	281	262	304	297	272	291	302	247	327	300	274
Before recruitment	35	49	45	47	52	47	47	42	40	NA	46	44	51	55	51
At the time of recruitment	45	31	33	32	27	29	29	34	37	82	33	36	30	30	29
Soon after I joined	16	15	17	15	15	17	18	17	18	18	16	15	13	11	17
Shortly before separation	5	5	5	7	5	7	6	7	5	NA	5	5	6	4	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,255	1,277	1,131	319	309	271	326	319	283	292	323	282	318	326	295
Before recruitment	32	45	46	45	42	47	45	42	44		47	44	48	45	48
At the time of recruitment	46	31	30	30	33	28	32	33	31	81	28	29	31	33	33
Soon after I joined	18	17	17	20	17	17	17	18	16	19	18	18	14	15	15
Shortly before separation	4	7	7	5	7	8	6	7	9		7	9	6	7	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,486	2,457	2,186	628	590	533	630	616	555	583	625	529	645	626	569
Before recruitment	33	45	46	45	43	47	45	42	43	NA	47	44	49	47	49
At the time of recruitment	46	31	30	31	32	28	32	33	32	81	28	30	31	32	32
Soon after I joined	18	17	17	19	17	17	17	18	16	19	18	18	14	15	15
Shortly before separation	4	7	7	5	7	8	6	7	9	NA	6	8	6	7	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

* In the Muskogee Pilot, the information reported in Tables A-7 and A-8 were combined in one question.

TABLE A-8
Where did you learn about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,070	1,307	1,154	336	314	285	339	338	297	48	333	274	347	322	298
Commercial or advertisement	13	18	13	12	19	12	14	15	11	NA	20	12	17	17	16
Recruiter	40	40	44	47	37	41	36	40	46	NA	39	47	43	42	43
Information pamphlet	15	14	12	12	18	12	17	14	14	26	13	13	13	12	8
Another person in my unit	10	11	11	8	8	12	12	13	10	14	12	6	10	9	15
Friend or family	14	13	14	15	15	15	13	11	11	24	11	13	12	16	16
Other	8	7	8	6	6	10	7	8	8	36	6	9	7	7	6
Supplemental Claims															
<i>Unweighted N</i>	1,059	1,379	1,195	325	334	287	346	359	305	53	345	298	335	341	305
Commercial or advertisement	15	15	15	16	13	16	17	12	16	NA	16	14	15	16	14
Recruiter	39	42	41	40	44	39	42	42	39	NA	42	41	43	41	46
Information pamphlet	13	16	13	12	15	15	13	16	14	22	16	11	11	16	12
Another person in my unit	10	9	11	8	8	9	9	9	13	19	10	12	10	8	11
Friend or family	14	13	14	13	12	13	12	15	11	32	12	15	13	11	15
Other	10	8	7	11	8	9	7	10	8	26	7	7	8	8	4
All Claims															
<i>Unweighted N</i>	2,129	2,686	2,349	661	648	572	685	697	602	101	678	572	682	663	603
Commercial or advertisement	15	15	15	16	14	15	16	13	15	NA	16	14	15	16	14
Recruiter	39	42	42	41	43	39	41	41	40	NA	41	42	43	41	46
Information pamphlet	13	15	13	12	15	14	14	15	14	23	16	11	11	16	11
Another person in my unit	10	9	11	8	8	10	9	9	12	19	10	11	10	8	12
Friend or family	14	13	14	13	13	14	12	15	11	31	12	15	13	12	15
Other	10	8	7	10	8	9	7	10	8	27	7	7	8	8	4

M/RO = Muskogee Pilot/Rollout. NA = Not asked. * See footnote on Table A-7. Multiple mentions were allowed in the 1998 and 1999 study.

TABLE A-9

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Active-duty servicemembers receiving benefits under Chapter 30 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	139	127	100	33	33	23	38	41	27	43	31	27	25	22	23
All	3	6	5	3	3	4	3	12	4	2	3	11	4	5	--
Most	30	28	20	33	39	9	26	29	26	33	23	22	28	23	22
Some	38	41	45	45	36	44	45	41	56	35	35	37	24	55	48
Little	26	24	30	18	21	44	21	15	15	28	35	30	44	18	30
None	2	2	--	--	--	--	5	2	--	2	3	--	--	--	--
TOTAL	100	100	100	100	100	101	100	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	62	102	67	11	27	16	21	38	23	10	23	18	20	14	10
All	1	4	6	--	7	19	5	--	--	--	4	6	--	7	--
Most	30	25	27	18	30	19	29	26	30	30	17	28	40	36	30
Some	40	43	46	36	30	31	43	50	57	20	48	50	55	36	40
Little	26	26	19	45	33	31	24	18	13	40	30	11	5	21	30
None	2	2	2	--	--	--	--	5	--	10	--	6	--	--	--
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	100	100	100
All Claims															
<i>Unweighted N</i>	201	229	167	44	60	39	59	79	50	53	54	45	45	36	33
All	2	4	6	1	7	16	4	2	1	1	4	7	1	7	--
Most	30	26	25	23	31	17	28	27	30	31	18	27	38	33	28
Some	40	42	46	39	31	33	43	49	56	26	46	48	50	39	42
Little	26	26	21	36	32	33	23	18	13	35	31	14	12	21	30
None	2	2	2	--	--	--	1	5	--	7	1	5	--	--	--
TOTAL	100	100	100	100	100	99	100	100	100	100	100	101	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None.

Sum does not add to 100% due to rounding.

TABLE A-10
How accurate was the information you received?

Base: Active-duty servicemembers receiving benefits under Chapter 30 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	139	127	100	33	33	23	38	41	27	43	31	27	25	22	23
Very accurate	20	24	30	21	27	4	13	27	41	28	16	44	16	32	26
Somewhat accurate	60	58	57	61	52	70	76	61	52	49	58	44	56	59	70
Neither	10	8	8	9	9	17	8	7	7	12	6	7	12	9	--
Somewhat inaccurate	6	8	4	6	12	9	3	5	--	7	13	4	12	--	4
Very inaccurate	3	2	--	3	--	--	--	--	--	5	6	--	4	--	--
TOTAL	100	100	99	100	100	100	100	100	100	100	100	99	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	62	102	67	11	27	16	21	38	23	10	23	18	20	14	10
Very accurate	16	20	23	9	19	25	19	18	26	10	22	11	20	21	40
Somewhat accurate	63	65	67	45	70	56	76	58	70	50	65	78	70	71	50
Neither	11	4	5	18	7	6	--	8	4	30	--	6	5	--	--
Somewhat inaccurate	6	6	6	18	4	13	5	5	--	--	9	6	5	7	10
Very inaccurate	4	5	--	9	--	--	--	11	--	10	4	--	--	--	--
TOTAL	100	100	101	100	100	100	100	100	100	100	100	101	100	100	100
All Claims															
<i>Unweighted N</i>	201	229	167	44	60	39	59	79	50	53	54	45	45	36	33
Very accurate	17	21	24	13	20	22	17	20	29	17	21	17	19	23	37
Somewhat accurate	62	64	65	51	68	59	76	58	67	50	64	72	68	69	55
Neither	11	5	5	15	8	8	2	8	5	23	1	6	6	2	--
Somewhat inaccurate	6	7	6	14	5	12	4	5	--	3	9	5	6	6	9
Very inaccurate	4	4	--	7	--	--	--	9	--	8	5	--	1	--	--
TOTAL	100	100	100	100	100	101	100	100	101	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout. -- None.

Sum does not add to 100% due to rounding.

TABLE A-11
When did you begin to PLAN the use of your education benefits?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,261	1,174	1,043	308	280	259	301	296	270	326	300	245	326	298	269
Prior to joining^	20	26	26	28	25	30	28	24	23	NA	26	22	28	31	28
Six months or more before separation from active-duty or training for reserve/guard	22	21	18	17	21	21	18	21	17	30	19	17	21	22	18
Less than six months before separation from active-duty service or training for reserve/guard	7	6	7	6	7	5	7	8	6	9	7	11	7	4	7
At separation from active-duty service or training for reserve/guard	12	10	11	14	11	12	13	9	10	11	11	10	11	8	12
Less than six months after separation from active-duty service or training for reserve/guard	10	9	9	10	10	8	9	8	13	12	9	7	9	10	9
Six months or more after separation from active-duty or training for reserve/guard	26	28	29	25	27	25	24	30	31	28	29	34	25	24	26
Other^	3	NA	NA	NA	NA	NA	NA	NA	NA	9	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	101	100	100	100	100	100	101	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

^ "Prior to joining" was not a response option while "Other" was in the Muskogee Pilot.

Sum does not add to 100% due to rounding.

TABLE A-11, continued

When did you begin to PLAN the use of your education benefits?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Supplemental Claims															
<i>Unweighted N</i>	1,298	1,271	1,126	320	308	270	324	319	283	336	319	282	318	325	291
Prior to joining^	18	25	25	27	22	25	24	25	24	NA	25	25	28	30	26
Six months or more before separation from active-duty or training for reserve/guard	26	21	22	26	25	23	20	21	23	32	22	23	20	18	19
Less than six months before separation from active-duty service or training for reserve/guard	7	7	6	7	8	8	7	6	6	7	8	6	6	6	6
At separation from active-duty service or training for reserve/guard	11	12	13	9	13	15	9	11	12	15	10	13	8	13	11
Less than six months after separation from active-duty service or training for reserve/guard	10	7	9	8	6	6	11	6	8	12	8	12	8	10	9
Six months or more after separation from active-duty or training for reserve/guard	28	27	25	23	25	23	29	31	27	28	27	22	30	24	29
Other^	2	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

^ "Prior to joining" was not a response option while "Other" was in the Muskogee Pilot.

Sum does not add to 100% due to rounding.

TABLE A-11, continued

When did you begin to PLAN the use of your education benefits?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	2,559	2,445	2,169	628	588	529	625	615	553	662	619	527	644	623	560
Prior to joining^	18	25	23	27	22	26	25	25	24	NA	25	25	28	30	27
Six months or more before separation from active-duty or training for reserve/guard	25	21	21	25	25	23	20	21	22	32	21	22	20	18	19
Less than six months before separation from active-duty service or training for reserve/guard	7	7	7	7	8	8	7	6	6	7	8	6	6	6	6
At separation from active-duty service or training for reserve/guard	11	11	13	10	13	15	9	11	12	14	10	12	8	12	11
Less than six months after separation from active-duty service or training for reserve/guard	10	8	9	8	6	6	10	6	9	12	8	13	8	10	9
Six months or more after separation from active-duty or training for reserve/guard	27	27	25	24	26	23	29	31	28	28	28	23	29	24	28
Other^	2	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	101	100	100	101	100	100	101	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

^ "Prior to joining" was not a response option while "Other" was in the Muskogee Pilot.

Sum does not add to 100% due to rounding.

TABLE A-12

Before you left active-duty service or training for reserve/guard*, did you attend any briefing sessions which provided information regarding your education benefits?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,268	1,174	1,049	308	281	259	303	294	272	332	300	247	325	299	271
Yes	67	69	62	67	73	69	64	65	58	69	68	62	66	71	60
No	33	31	38	33	27	31	36	35	43	31	32	38	34	29	40
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,312	1,271	1,130	320	306	272	327	321	284	345	319	280	320	325	294
Yes	71	71	63	72	75	57	67	72	65	75	72	65	70	66	63
No	29	29	37	28	25	43	33	28	35	25	28	35	30	34	37
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,580	2,445	2,179	628	587	531	630	615	556	677	619	527	645	624	565
Yes	71	71	63	72	75	59	66	71	64	74	72	64	69	67	63
No	29	29	37	28	25	41	34	29	36	26	28	36	31	33	37
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Questions for dependents and those on active-duty began, "Did you...".

Sum does not add to 100% due to rounding.

TABLE A-13

Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	854	836	733	212	212	195	191	198	169	236	211	180	215	215	189
All	9	9	8	13	7	10	10	7	7	7	12	8	9	7	5
Most	40	44	37	43	44	32	43	43	39	37	45	41	40	43	38
Some	35	30	37	33	32	42	35	30	36	39	27	33	33	32	35
Little	13	14	16	10	15	12	9	14	16	16	13	17	15	15	18
None	2	3	3	2	3	3	3	6	3	2	3	1	2	2	4
TOTAL	100	100	101	100	100	99	100	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	945	948	838	235	247	200	225	240	212	258	236	212	227	225	214
All	10	9	9	11	7	8	12	8	9	10	10	9	9	8	10
Most	43	41	41	40	45	37	41	41	44	46	38	41	44	44	41
Some	31	33	33	36	32	38	29	38	32	29	32	30	30	31	33
Little	14	14	15	11	13	12	17	11	14	14	16	18	15	13	15
None	1	3	2	2	2	4	1	2	2	1	4	2	3	5	1
TOTAL	100	100	100	100	100	99	100	100	101	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,799	1,784	1,571	447	459	395	416	438	381	494	447	392	442	440	403
All	10	9	9	12	7	9	11	8	9	10	10	9	9	8	10
Most	43	42	40	40	45	37	42	41	43	45	39	41	43	44	40
Some	31	33	34	36	32	39	30	37	32	30	31	31	30	31	33
Little	14	14	15	11	14	12	16	12	14	15	16	17	15	13	15
None	2	3	2	2	2	4	1	2	2	1	4	2	3	4	1
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	99

M/RO = Muskogee Pilot/Rollout.

Sum does not add to 100% due to rounding.

TABLE A-14
How accurate was the information you received?

Base: Veterans receiving benefits under Chapter 30 and reservists receiving benefits under Chapter 1606 only.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	856	831	726	213	212	193	191	196	167	236	209	178	216	214	188
Very accurate	37	38	35	42	41	33	42	37	37	30	40	36	37	35	35
Somewhat accurate	53	49	52	50	46	56	46	48	48	61	47	51	52	53	53
Neither	5	7	6	5	7	6	5	9	7	4	7	6	6	7	6
Somewhat inaccurate	4	4	5	2	4	2	5	4	8	5	5	6	4	3	4
Very inaccurate	1	2	2	1	2	2	1	3	1	*	1	2	1	1	2
TOTAL	100	100	100	100	100	99	100	100	101	100	100	101	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	945	940	835	234	246	198	226	240	212	258	231	212	227	223	213
Very accurate	36	36	35	39	38	36	35	35	33	33	34	38	38	37	33
Somewhat accurate	53	51	54	50	50	55	51	55	58	58	52	50	50	48	56
Neither	6	7	6	6	5	6	7	5	5	5	8	7	5	9	5
Somewhat inaccurate	4	4	4	5	6	2	4	2	4	3	3	5	3	4	4
Very inaccurate	2	2	1	--	1	2	3	2	1	1	2	1	4	3	2
TOTAL	100	100	100	100	100	101	100	100	101	100	100	101	100	100	100
All Claims															
<i>Unweighted N</i>	1,801	1,771	1,561	447	458	391	417	436	379	494	440	390	443	437	401
Very accurate	36	36	35	40	38	36	36	36	33	33	35	37	38	37	34
Somewhat accurate	53	51	54	50	49	55	50	55	57	58	52	50	51	48	56
Neither	6	7	6	5	5	6	7	6	5	5	8	7	5	8	5
Somewhat inaccurate	4	4	4	5	6	2	4	2	4	3	4	5	3	4	4
Very inaccurate	2	2	1	*	1	2	3	2	1	1	2	1	3	3	2
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout. -- None. * Less than 0.5%.

Sum does not add to 100% due to rounding.

TABLE A-15

Before you felt active-duty service or training for reserve/guard*, did you receive a pamphlet regarding your education benefits through the mail?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,590	1,563	1,362	404	390	341	387	393	362	407	395	319	392	385	340
Yes	54	55	55	51	59	57	61	54	50	49	54	54	54	54	60
No	46	45	45	49	41	43	39	46	50	51	46	46	46	46	40
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,515	1,515	1,320	376	366	332	386	400	337	378	376	324	375	373	327
Yes	58	56	58	60	56	55	60	57	58	56	54	58	58	57	62
No	42	44	42	40	44	45	40	43	42	44	46	42	42	43	38
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,105	3,078	2,682	780	756	673	773	793	699	785	771	643	767	758	667
Yes	58	56	58	59	56	55	61	56	57	55	54	58	57	57	61
No	42	44	42	41	44	45	39	44	43	45	46	42	43	43	39
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Question for dependents and those on active-duty began "Did you..."

TABLE A-16
How much of what you NEEDED TO KNOW did you get from the pamphlet?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	862	875	868	211	232	229	234	215	215	203	217	198	214	211	226
All	19	16	16	24	15	18	17	21	17	17	12	13	18	16	18
Most	50	52	50	49	54	44	50	51	52	50	54	53	52	48	50
Some	24	25	26	20	22	29	27	22	21	25	27	27	22	27	23
Little	5	7	5	6	8	4	4	5	4	5	6	4	6	8	6
None	2	1	4	*	1	4	2	1	6	3	*	3	2	1	3
TOTAL	100	100	101	100	100	99	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	893	855	839	230	209	199	233	227	207	210	204	207	220	215	226
All	17	16	16	16	15	19	16	17	13	22	17	19	14	14	13
Most	49	52	48	49	54	51	48	53	50	47	51	43	52	52	51
Some	25	25	26	25	26	21	26	23	29	25	25	28	27	27	24
Little	6	5	6	7	5	6	9	5	6	3	6	6	7	5	6
None	3	1	4	4	1	3	2	1	3	3	*	4	1	2	6
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,755	1,730	1,707	441	441	428	467	442	422	413	421	405	434	426	452
All	17	16	16	17	15	19	16	18	13	21	17	18	14	14	14
Most	49	52	49	49	54	50	48	53	51	47	51	44	52	52	51
Some	25	25	26	24	25	22	26	23	28	25	25	28	26	27	24
Little	6	6	6	7	5	6	8	5	6	3	6	6	7	5	6
None	3	1	4	3	1	3	2	1	3	3	*	4	1	2	5
TOTAL	100	100	101	100	100	100	100	100	101	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. * Less than 0.5%

Sum does not add to 100% due to rounding.

TABLE A-17

**Before you left active-duty service or training for reserve/guard*, did you
ever contact your school or university veterans affairs representative(s)
regarding your education benefits?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO %	1998 %	1999 %	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,594	1,568	1,383	405	388	345	386	394	369	409	399	322	394	387	347
Yes	82	81	70	81	81	72	83	78	73	84	83	68	78	83	68
No	18	19	30	19	19	28	17	22	27	16	17	32	22	17	32
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,516	1,512	1,342	375	368	339	385	395	336	380	376	332	376	373	335
Yes	84	83	71	88	81	67	80	83	71	85	86	73	82	82	74
No	16	17	29	12	19	33	20	17	29	15	14	27	18	18	26
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,110	3,080	2,727	780	756	684	771	789	705	789	775	654	770	760	682
Yes	84	83	71	87	81	68	80	82	72	85	86	72	82	82	73
No	16	17	29	13	19	32	20	18	28	15	14	27	18	18	27
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Question for dependents and those on active-duty began "Did you..."

TABLE A-18

Why did you contact the school veterans affairs representative(s)?

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,301	1,278	1,162	330	319	299	319	309	306	346	331	272	306	319	285
Get information before I filed	45	43	44	48	45	40	41	42	41	50	43	51	38	43	43
Apply for education benefits	77	75	73	74	73	69	76	73	74	78	78	77	80	75	73
Check on the status of my education application	25	26	29	25	27	28	26	28	28	25	22	28	25	30	30
Change the status of enrollment	5	6	5	5	6	4	5	4	5	6	7	6	3	5	6
Get enrollment certified	30	33	33	33	36	30	25	32	31	32	32	36	29	34	34
Get other information	16	22	24	24	24	23	22	22	22	2	19	25	21	23	28
Supplemental Claims															
<i>Unweighted N</i>	1,264	1,264	1,151	330	299	291	305	335	274	321	322	284	308	308	302
Get information before I filed	47	44	41	47	49	43	40	45	42	52	42	39	45	44	39
Apply for education benefits	78	75	79	77	73	77	76	73	82	79	77	80	78	75	78
Check on the status of my education application	26	25	25	24	30	27	26	26	26	26	23	21	28	22	29
Change the status of enrollment	10	9	9	10	10	11	8	9	9	11	8	7	9	10	10
Get enrollment certified	34	33	33	36	34	35	31	32	34	33	30	30	34	37	32
Get other information	14	24	24	23	23	25	19	27	26	1	22	25	18	25	21

M/RO = Muskogee Pilot/Rollout.

Multiple mentions were allowed in the 1998 and 1999 study.

TABLE A-18, continued
Why did you contact the school veterans affairs representative(s)?

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	2,565	2,542	2,313	660	618	590	624	644	580	667	653	556	614	627	587
Get information before I filed	46	44	41	47	48	42	40	45	42	51	42	40	44	44	40
Apply for education benefits	78	75	79	76	73	76	76	73	81	79	77	80	78	75	77
Check on the status of my education application	26	25	26	24	30	27	26	26	27	26	22	22	28	23	29
Change the status of enrollment	9	9	9	10	10	10	8	8	8	11	8	7	8	9	10
Get enrollment certified	33	33	33	36	34	34	30	32	33	33	31	31	33	36	32
Get other information	14	24	24	23	23	25	20	26	25	2	22	25	18	25	22

M/RO = Muskogee Pilot/Rollout.

Multiple mentions were allowed in the 1998 and 1999 study.

TABLE A-19

**Overall, how much of what you NEEDED TO KNOW did you get from the contacts
with the school veterans affairs representative(s)?**

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,300	1,275	1,168	329	318	300	320	307	309	345	330	273	306	320	286
All	33	34	31	33	33	33	34	34	30	33	37	30	31	32	32
Most	38	39	40	37	39	38	35	36	40	39	43	42	40	38	38
Some	19	17	19	18	18	20	19	16	17	19	15	19	18	19	20
Little	9	8	8	11	8	7	9	13	11	7	3	7	9	10	8
None	2	2	2	1	2	2	3	1	1	2	2	2	2	1	2
TOTAL	100	100	100	100	100	100	100	100	99	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,263	1,264	1,154	329	299	290	305	334	276	321	324	284	308	307	304
All	36	32	34	35	31	39	34	33	32	39	34	35	33	28	30
Most	37	38	40	40	44	37	36	39	39	36	34	43	38	41	40
Some	18	19	18	18	17	16	21	19	20	17	19	17	17	18	20
Little	7	9	7	6	7	8	7	7	7	7	10	4	11	10	9
None	2	2	1	2	1	1	2	2	1	1	3	1	2	3	2
TOTAL	100	100	100	100	100	101	100	100	99	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout.

Sum does not add to 100% due to rounding.

TABLE A-19

Overall, how much of what you NEEDED TO KNOW did you get from the contacts with the school veterans affairs representative(s)?

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,563	2,539	2,322	658	617	590	625	641	585	666	654	557	614	627	590
All	35	32	34	34	32	38	34	33	32	38	35	35	32	29	30
Most	37	39	40	39	43	37	36	39	39	37	35	43	38	40	40
Some	18	18	18	18	17	16	21	19	20	17	19	17	17	18	20
Little	8	9	7	6	7	8	7	8	8	7	9	4	11	10	9
None	2	2	1	2	1	1	2	2	1	1	3	1	2	3	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-20

How responsive was the school veterans affairs representative(s) to your request?

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,299	1,276	1,163	330	318	297	319	309	307	344	330	272	306	319	287
Very responsive	65	68	66	67	70	65	64	66	66	64	70	66	63	66	68
Somewhat responsive	27	24	26	25	23	26	26	25	28	29	25	25	28	25	26
Neither	3	2	3	3	2	3	4	2	4	3	1	3	3	4	3
Somewhat non-responsive	4	3	3	4	3	5	4	5	1	2	3	4	5	3	3
Very non-responsive	2	2	1	2	2	2	2	3	1	2	2	2	1	2	*
TOTAL	100	100	99	100	100	101	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,261	1,265	1,153	329	299	290	305	334	275	319	324	285	308	308	303
Very responsive	66	64	65	65	65	69	67	67	65	69	64	66	63	60	61
Somewhat responsive	26	26	26	28	28	24	26	26	26	24	23	27	24	30	29
Neither	3	3	3	2	2	2	2	3	3	3	3	3	5	2	3
Somewhat non-responsive	3	5	4	2	4	4	3	3	4	3	7	3	5	6	4
Very non-responsive	2	2	2	3	1	1	2	2	2	1	2	1	3	3	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99
All Claims															
<i>Unweighted N</i>	2,560	2,541	2,316	659	617	587	624	643	582	663	654	557	614	627	590
Very responsive	66	65	65	65	66	68	66	67	65	68	65	66	63	61	62
Somewhat responsive	26	26	26	27	27	24	26	26	26	25	23	27	25	29	29
Neither	3	2	3	2	2	3	3	3	3	3	3	3	5	2	3
Somewhat non-responsive	3	5	4	2	4	4	3	3	4	3	7	3	5	5	4
Very non-responsive	2	2	2	3	1	1	2	2	2	1	2	1	3	3	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding. * Less than 0.5%.

TABLE A-21
How courteous were they?

Base: Contacted campus veterans affairs representative.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,300	1,275	1,160	330	318	297	318	308	307	345	329	270	307	320	286
Very courteous	69	72	70	72	76	72	68	72	69	68	71	70	69	71	69
Somewhat courteous	23	20	22	22	16	21	22	20	24	24	21	21	23	21	25
Neither	5	5	4	3	5	3	7	7	5	6	3	5	5	4	4
Somewhat discourteous	2	3	2	3	2	3	2	1	1	1	4	4	3	3	1
Very discourteous	1	1	1	*	1	1	1	1	1	1	1	1	1	1	1
TOTAL	100	100	99	100	100	100	100	100	100	100	100	101	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,262	1,262	1,149	328	299	290	305	334	274	321	323	285	308	306	300
Very courteous	72	68	72	75	73	71	67	74	70	73	65	76	70	65	66
Somewhat courteous	20	22	22	17	19	24	26	19	23	20	24	18	21	26	24
Neither	4	5	3	4	5	2	3	4	4	3	6	3	5	7	5
Somewhat discourteous	3	3	2	3	2	2	3	3	2	3	4	2	3	3	3
Very discourteous	1	1	1	1	1	1	1	1	1	1	1	1	2	*	1
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99
All Claims															
<i>Unweighted N</i>	2,562	2,537	2,309	658	617	587	623	642	581	666	652	555	615	626	586
Very courteous	71	69	71	75	73	72	68	74	70	72	65	75	70	65	66
Somewhat courteous	21	22	22	18	19	23	25	19	23	20	24	18	21	25	24
Neither	4	5	4	4	5	2	3	4	4	3	5	3	5	7	5
Somewhat discourteous	3	3	2	3	2	2	3	3	2	3	4	3	3	3	3
Very discourteous	1	1	1	1	1	1	1	1	1	1	1	1	1	*	1
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99

M/RO = Muskogee Pilot/Rollout. * Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-22

After you left active-duty service or training for reserve/guard*, did you ever call the VA at 1-800-827-1000 regarding your education benefits?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO %	1998 %	1999 %	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,606	1,543	1,372	408	381	342	389	385	368	416	395	321	393	382	341
Yes	54	55	53	58	62	58	51	54	57	54	53	49	51	53	48
No	46	45	47	42	38	42	49	46	43	46	47	51	49	47	52
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,517	1,492	1,335	375	358	336	381	390	334	385	374	332	376	370	333
Yes	61	63	55	68	72	57	57	58	58	58	60	57	61	62	49
No	39	37	45	32	28	43	43	42	42	42	40	43	39	38	51
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,123	3,035	2,707	783	739	678	770	775	702	801	769	653	769	752	674
Yes	60	62	55	66	71	57	56	58	58	58	59	56	59	61	48
No	40	38	45	34	29	43	44	42	42	42	41	44	41	39	52
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Question for dependents and those on active-duty began "Did you..."

TABLE A-23
Why did you call VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	858	882	763	241	245	210	198	220	219	219	212	163	200	205	171
Get information before I filed	31	33	37	31	28	35	27	34	42	37	37	35	27	33	36
Apply for education benefits	18	22	22	18	18	18	19	29	27	20	23	19	16	20	23
Check on the status of my education claim	61	58	61	63	62	60	59	55	61	61	60	58	59	56	64
Change the status of enrollment	4	6	7	2	7	6	4	6	8	4	7	11	4	5	6
Check on my remaining education benefits	13	11	15	11	12	13	14	13	17	14	10	14	14	8	16
Check on payment	30	45	45	46	51	41	40	46	41	NA	42	52	42	39	49
Correct a payment problem	14	20	15	13	17	15	14	21	12	12	20	17	18	21	18
Ask about work study	4	3	3	4	3	2	3	4	2	3	5	6	5	1	2
Get other information	17	24	28	21	29	26	27	24	30	NA	24	26	25	20	30
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	9	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

TABLE A-23, continued
Why did you call VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Supplemental Claims															
<i>Unweighted N</i>	919	968	815	256	269	208	219	237	214	214	228	208	230	234	185
Get information before I filed	31	34	31	28	35	24	28	36	35	36	30	29	30	35	37
Apply for education benefits	18	23	20	18	25	19	20	23	23	15	22	19	20	24	20
Check on the status of my education claim	61	60	61	61	64	65	58	56	68	61	57	52	64	62	60
Change the status of enrollment	10	10	11	9	8	10	8	15	12	12	8	12	9	10	9
Check on my remaining education benefits	18	20	20	16	20	20	12	19	17	20	21	20	23	18	22
Check on payment	33	47	50	52	52	52	41	43	47	NA	48	49	48	43	51
Correct a payment problem	28	25	27	33	25	23	27	31	26	24	21	29	29	26	29
Ask about work study	5	6	5	6	7	4	3	3	2	7	8	10	3	5	3
Get other information	16	28	25	21	23	17	24	30	24	NA	31	32	23	30	25
Other	2	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

TABLE A-23, continued
Why did you call VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	1,777	1,850	1,578	497	514	418	417	457	433	433	440	371	430	439	356
Get information before I filed	31	33	31	29	34	26	28	36	36	36	31	29	29	35	37
Apply for education benefits	18	23	20	18	24	19	20	24	24	15	22	19	20	24	20
Check on the status of my education claim	61	60	61	61	64	64	58	56	67	61	58	53	63	61	61
Change the status of enrollment	9	10	10	8	8	10	7	14	12	11	8	11	9	10	8
Check on my remaining education benefits	17	19	19	15	19	19	13	19	17	19	20	19	22	17	21
Check on payment	33	47	49	51	52	51	41	43	46	NA	48	49	48	42	51
Correct a payment problem	26	25	26	30	24	22	25	30	24	22	21	28	28	26	27
Ask about work study	5	6	5	6	7	4	3	3	2	7	7	9	4	5	3
Get other information	16	28	25	21	23	18	25	29	25	NA	30	31	23	29	26
Other	2	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

TABLE A-24
How easy was it to get through to VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	853	882	757	239	245	210	197	220	215	220	212	163	197	205	169
Very easy	27	28	19	21	21	16	24	24	21	29	33	16	37	35	25
Somewhat easy	37	38	38	36	42	34	42	38	42	36	35	40	36	36	40
Neither	4	5	6	4	4	7	5	7	4	4	6	6	5	3	7
Somewhat difficult	18	17	20	19	20	24	15	17	19	21	14	21	13	15	13
Very difficult	11	10	15	18	11	17	11	12	14	7	10	15	8	9	14
Never got through	2	2	1	2	1	2	3	2	--	3	2	2	1	2	1
TOTAL	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	921	968	817	256	268	209	219	238	213	216	229	208	230	233	187
Very easy	25	23	17	19	18	10	30	21	23	27	26	18	27	25	17
Somewhat easy	37	42	34	35	40	31	34	38	34	36	43	33	45	46	40
Neither	6	6	7	5	5	10	6	4	6	6	6	4	7	7	8
Somewhat difficult	16	17	25	20	20	27	14	16	22	16	15	28	12	16	23
Very difficult	15	12	15	21	17	21	13	17	14	14	8	14	8	6	10
Never got through	1	1	2	1	*	1	4	3	1	1	2	3	*	*	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%. -- None

Sum may not add to 100% due to rounding.

TABLE A-24, continued
How easy was it to get through to VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	1,774	1,850	1,574	495	513	419	416	458	428	436	441	371	427	438	356
Very easy	26	23	17	19	18	10	29	21	23	27	27	17	28	26	18
Somewhat easy	37	41	35	35	40	31	35	38	35	36	42	34	44	44	40
Neither	6	6	6	5	5	9	6	5	5	6	6	4	7	7	8
Somewhat difficult	16	17	25	20	20	27	14	17	22	16	15	27	12	16	22
Very difficult	14	11	15	20	16	21	13	17	14	13	8	14	8	6	11
Never got through	1	1	2	1	*	2	4	3	1	1	2	3	1	1	1
TOTAL	100	100	100	100	100	100	100	100	100	100	100	99	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-25

Which of the following typically happen when you call VA at 1-800-827-1000?

Base: Called VA at 1-800-827-1000.

NEW QUESTION	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			746			207			213			160			166
Frequently busy			29			36			24			31			21
Wait over a minute for call to be answered			61			56			60			68			59
Disconnect me before my call is answered			12			13			10			13			11
Call gets misdirected			12			13			14			10			13
Other			10			8			13			9			11
None of the above			18			16			19			13			25
Supplemental Claims															
<i>Unweighted N</i>			803			207			211			199			186
Frequently busy			36			45			31			35			29
Wait over a minute for call to be answered			60			62			64			56			61
Disconnect me before my call is answered			15			18			13			15			11
Call gets misdirected			11			13			9			12			11
Other			8			10			7			9			6
None of the above			17			13			20			15			22
All Claims															
<i>Unweighted N</i>			1,549			414			424			359			352
Frequently busy			35			44			30			35			29
Wait over a minute for call to be answered			60			62			63			57			61
Disconnect me before my call is answered			14			17			12			15			11
Call gets misdirected			11			13			10			12			11
Other			8			9			8			9			6
None of the above			17			14			19			15			22

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

TABLE A-26
When you called 1-800-827-1000 were you connected directly to a VA
Education Regional Processing Office (VA RPO) in Atlanta, GA; Buffalo, NY
Muskogee, OK; or St. Louis, MO?

Base: Got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	819	835	722	230	230	202	186	208	210	211	205	152	192	192	158
Yes	51	62	61	62	66	63	55	56	58	30	56	54	64	71	68
No	49	38	39	38	34	37	45	44	42	70	44	46	36	29	32
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	891	939	778	248	266	202	206	224	208	215	220	192	222	229	176
Yes	50	63	63	61	65	62	56	63	64	31	55	63	60	69	64
No	50	37	37	39	35	38	44	37	36	69	45	37	40	31	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,710	1,774	1,500	478	496	404	392	432	418	426	425	344	414	421	334
Yes	50	62	63	61	65	62	56	62	64	31	56	62	61	69	65
No	50	38	37	39	35	38	44	38	36	69	44	38	39	31	35
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-27
Which VA RPO did you talk to?

Base: Got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		499	490		147	140		113	139		109	99		130	112
Atlanta, GA		29	33		91	94		7	4		8	6		4	5
Buffalo, NY		19	25		1	3		89	92		--	3		1	--
Muskogee, OK		25	19		1	--		2	--		82	80		1	1
St. Louis MO		28	23		7	3		2	4		10	11		94	94
TOTAL		100	100		100	100		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		499	585		147	159		113	150		109	138		130	138
Atlanta, GA		32	30		96	96		12	4		7	4		5	4
Buffalo, NY		16	21		1	1		82	92		2	2			1
Muskogee, OK		25	27		--	--		1	1		85	90		1	2
St. Louis MO		26	22		3	4		5	3		6	4		94	92
TOTAL		100	100		100	101		100	100		100	100		100	99
All Claims															
<i>Unweighted N</i>		1,074	1,075		320	299		245	289		226	237		283	250
Atlanta, GA		32	30		95	95		12	4		7	5		5	4
Buffalo, NY		16	21		1	1		83	92		1	2		*	1
Muskogee, OK		25	27		*	--		1	1		85	89		1	2
St. Louis MO		26	22		3	4		5	3		6	4		94	92
TOTAL		100	100		100	100		100	100		100	100		100	99

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-28

In general, how much of what you NEEDED TO KNOW did you get from your telephone contact with VA at 1-800-827-1000?

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	380	550	710	87	162	194	81	124	206	145	120	152	67	144	158
All	27	44	32	25	40	35	32	40	31	24	50	37	34	45	24
Most	32	33	36	28	35	35	31	37	37	37	34	32	28	25	41
Some	23	17	19	23	20	14	26	13	21	23	14	18	19	19	22
Little	12	4	10	15	3	11	10	8	10	12	1	10	12	6	10
None	5	2	3	8	1	5	1	2	1	5	2	3	8	4	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	415	606	764	96	175	198	87	146	196	145	126	193	87	159	177
All	27	41	35	18	40	40	30	37	32	30	42	30	30	46	39
Most	31	36	37	37	39	26	20	30	45	29	37	43	38	35	33
Some	23	15	18	22	15	19	25	23	15	23	12	19	21	13	16
Little	13	6	6	16	5	10	21	9	6	12	6	4	7	7	6
None	5	1	4	6	2	5	3	1	2	6	2	5	5	--	5
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	100	100	99

M/RO = Muskogee Pilot/Rollout.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-28, continued
**In general, how much of what you NEEDED TO KNOW did you get from your
telephone contact with VA at 1-800-827-1000?**

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	795	1,156	1,474	183	337	392	168	270	402	290	246	345	154	303	335
All	27	42	35	19	40	40	30	37	32	29	43	31	30	46	37
Most	31	35	37	36	39	27	22	31	44	30	37	42	37	34	34
Some	23	15	18	22	15	19	25	22	16	23	13	18	21	13	17
Little	13	6	7	16	5	10	19	9	6	12	5	4	7	7	7
None	5	1	4	7	2	5	3	1	2	6	2	5	5	*	5
TOTAL	100	100	101	100	100	101	100	100	100	100	100	100	100	100	99

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

* Less than 0.5%.

TABLE A-29
Were you able to get this information on the first call?

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	379	549	712	88	162	194	82	123	207	142	120	151	67	144	160
Yes	67	79	67	59	74	66	71	77	66	72	84	72	59	80	66
No	33	21	33	41	26	34	29	23	34	28	16	28	41	20	34
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	417	606	763	98	176	198	87	143	198	145	126	192	87	161	175
Yes	61	74	66	51	72	57	53	71	70	66	73	67	70	78	74
No	39	26	34	49	28	43	47	29	30	34	27	33	30	22	26
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	796	1,155	1,475	186	338	392	169	266	405	287	246	343	154	305	335
Yes	62	74	66	52	72	58	56	72	69	67	74	67	69	78	73
No	38	26	34	48	28	42	44	28	31	33	26	33	31	22	27
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-30
How responsive was the person you talked to on the phone?

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	376	547	707	86	160	192	82	124	205	142	119	153	66	144	157
Very responsive	50	67	52	45	57	54	47	69	51	54	75	54	47	64	48
Somewhat responsive	34	26	33	34	32	36	37	21	32	31	20	30	36	28	34
Neither	6	4	9	5	8	6	5	3	7	7	3	10	6	2	12
Somewhat non-responsive	8	3	5	12	3	2	10	4	7	5	2	5	6	3	6
Very non-responsive	3	1	2	4	1	2	1	2	3	3	--	1	5	2	--
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	416	609	762	97	176	198	87	146	195	145	126	191	87	161	178
Very responsive	45	63	53	39	60	52	48	61	52	47	65	53	47	66	53
Somewhat responsive	36	29	36	40	34	35	36	29	38	35	26	37	35	26	36
Neither	9	3	5	9	2	7	9	3	5	9	3	3	10	4	5
Somewhat non-responsive	5	3	4	7	1	5	3	5	3	6	4	5	5	3	4
Very non-responsive	4	2	2	5	3	1	4	1	2	4	2	2	3	1	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	792	1,156	1,469	183	336	390	169	270	400	287	245	344	153	305	335
Very responsive	46	64	53	40	59	52	47	62	52	48	66	53	47	66	57
Somewhat responsive	36	28	35	39	34	35	36	28	38	34	25	36	35	26	31
Neither	9	3	5	9	2	7	8	3	5	9	3	4	10	4	6
Somewhat non-responsive	6	3	4	8	1	5	4	5	3	6	4	5	5	3	4
Very non-responsive	4	2	2	5	3	1	3	1	2	4	1	2	4	1	2
TOTAL	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None.

Sum may not add to 100% due to rounding.

TABLE A-31
How courteous was the person you talked to on the phone?

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	374	548	705	84	160	191	82	124	205	143	120	153	65	144	157
Very courteous	56	70	58	56	66	63	54	69	56	56	76	54	60	68	52
Somewhat courteous	29	22	29	26	25	25	24	22	31	34	18	30	24	24	33
Neither	7	5	9	7	7	9	9	6	8	6	5	10	11	3	9
Somewhat discourteous	5	2	2	7	3	2	8	2	3	4	1	5	3	4	5
Very discourteous	2	1	2	3	--	2	5	2	2	1	1	1	2	1	2
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	417	608	759	97	175	198	88	146	196	145	126	192	87	161	173
Very courteous	51	64	60	44	61	60	55	68	56	53	64	61	50	65	62
Somewhat courteous	34	26	29	41	33	30	27	22	33	33	24	29	33	24	24
Neither	8	6	6	8	2	5	12	5	6	8	9	7	4	5	7
Somewhat discourteous	4	3	4	3	1	4	7	4	5	1	2	2	8	4	5
Very discourteous	4	2	1	4	3	1	--	1	1	5	1	1	5	1	2
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	791	1,156	1,464	181	335	389	170	270	401	288	246	345	152	305	329
Very courteous	51	65	60	46	61	60	55	68	56	53	65	61	51	65	61
Somewhat courteous	33	26	29	39	32	29	26	22	32	33	23	29	32	24	25
Neither	8	6	7	8	3	6	11	5	6	8	9	7	5	5	8
Somewhat discourteous	4	3	3	4	1	3	7	4	5	2	2	2	8	4	4
Very discourteous	3	1	1	4	2	2	1	1	1	4	1	1	4	1	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None.

Sum may not add to 100% due to rounding.

TABLE A-32
Were VA employees able to give you information about your particular education claim on the phone?

Base: M/RO not connected to an RPO; 1998 got through to VA at 1-800-827-1000.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	375	545	703	86	160	190	82	124	205	141	119	151	66	142	157
Yes	67	79	78	67	76	77	63	82	77	69	81	81	68	77	78
No	18	10	11	18	12	13	18	10	13	17	7	9	21	11	11
Didn't need claim information	14	11	11	15	13	11	18	8	10	14	11	10	11	12	11
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	415	603	760	96	174	197	87	145	196	145	125	191	87	159	176
Yes	71	80	80	66	81	79	69	76	82	73	82	77	78	80	85
No	17	9	12	23	10	13	20	14	12	15	7	12	10	8	8
Didn't need claim information	12	10	8	12	9	8	12	10	7	12	11	11	12	11	7
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	790	1,148	1,463	182	334	387	169	269	401	286	244	342	153	301	333
Yes	71	80	80	66	81	79	68	77	81	72	82	78	77	80	84
No	17	9	12	22	10	13	20	13	12	15	7	12	12	9	8
Didn't need claim information	12	10	8	12	9	8	13	10	7	12	11	10	11	11	8
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-33

**After you left active-duty service or training for reserve/guard*, did you ever call
VA at 1-888 GI BILL-1 regarding your education benefits?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO %	1998 %	1999 %	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>		1,562	1,371												
Yes		11	27		20	29		7	26		7	26		11	26
No		89	73		80	71		93	74		93	74		89	74
TOTAL		100	100		100	100		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		1,507	1,323		364	334		396	335		378	326		369	328
Yes		12	33		26	40		5	28		9	34		11	29
No		88	67		74	61		95	72		91	66		89	71
TOTAL		100	100		100	101		100	100		100	100		100	100
All Claims															
<i>Unweighted N</i>		3,069	2,694		751	681		791	692		774	649		753	672
Yes		12	32		26	38		5	27		8	33		11	29
No		88	68		74	62		95	73		92	67		89	71
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

* Question for dependents and those on active-duty began "Did you..."

Sum may not add to 100% due to rounding.

TABLE A-34
Why did you call VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>		181	299		84	106		27	72		26	64		44	57
Get information before I filed		28	26		25	20		38	38		28	23		26	29
Apply for education benefits		16	22		15	20		22	28		12	22		18	22
Check on the status of my education claim		53	56		60	59		45	51		46	60		52	51
Change the status of enrollment		8	7		7	6		8	6		4	9		12	7
Check on my remaining education benefits		15	16		10	17		15	17		22	16		17	15
Check on payment		51	50		56	49		37	50		55	51		44	50
Correct a payment problem		19	16		21	17		22	15		14	14		19	17
Ask about work study		2	3		--	3		--	3		6	3		2	2
Get other information		24	25		19	24		37	31		19	20		29	26

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

-- None.

TABLE A-34, continued
Why did you call VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Supplemental Claims															
<i>Unweighted N</i>		195	383		98	145		22	73		33	90		42	75
Get information before I filed		28	26		24	27		41	35		37	22		21	23
Apply for education benefits		27	21		30	21		27	24		19	19		29	23
Check on the status of my education claim		53	65		59	69		41	67		50	57		50	65
Change the status of enrollment		13	12		12	9		14	16		10	11		19	19
Check on my remaining education benefits		22	20		30	17		18	22		10	21		19	20
Check on payment		49	57		54	55		59	56		40	57		43	62
Correct a payment problem		28	29		31	29		46	27		15	28		28	31
Ask about work study		4	4		6	4		5	4		3	6		--	--
Get other information		23	25		18	27		41	25		27	26		24	20

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

-- None

TABLE A-34, continued
Why did you call VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>		376	682		182	251		49	145		59	154		86	132
Get information before I filed		28	26		24	27		41	35		36	22		22	23
Apply for education benefits		25	21		28	20		26	24		18	19		27	23
Check on the status of my education claim		53	64		59	68		42	66		49	57		50	64
Change the status of enrollment		13	12		12	9		13	15		9	11		18	18
Check on my remaining education benefits		21	19		28	17		18	21		11	21		19	20
Check on payment		49	56		54	54		56	55		41	56		43	61
Correct a payment problem		27	28		30	28		42	26		15	27		27	29
Ask about work study		4	4		5	4		4	4		3	5		*	*
Get other information		24	25		18	26		40	25		26	25		25	21

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

TABLE A-35
How easy was it to get through to VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		181	296		83	105		27	70		27	64		44	57
Very easy		33	21		31	17		27	23		47	19		26	27
Somewhat easy		36	31		37	29		41	41		31	22		34	38
Neither		8	7		10	8		11	5		4	9		7	4
Somewhat difficult		12	16		11	15		8	13		10	19		18	16
Very difficult		8	20		8	21		7	16		8	27		8	12
Never got through		4	6		2	10		7	2		--	5		7	4
TOTAL		100	101		100	100		100	100		100	101		100	101
Supplemental Claims															
<i>Unweighted N</i>		195	379		98	142		22	73		33	87		42	77
Very easy		38	22		40	19		9	25		49	19		33	22
Somewhat easy		37	31		37	33		50	37		31	27		40	31
Neither		5	6		3	4		14	6		6	7		5	6
Somewhat difficult		11	20		12	20		18	14		6	25		12	19
Very difficult		7	18		8	23		5	17		3	19		10	18
Never got through		2	3		--	2		5	1		6	4		--	3
TOTAL		100	100		100	101		100	100		100	101		100	99

M/RO = Muskogee Pilot/Rollout.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-35, continued
How easy was it to get through to VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>		376	675		181	247		49	143		60	151		86	134
Very easy		37	22		39	19		12	24		49	19		32	28
Somewhat easy		37	31		37	32		49	38		31	26		40	31
Neither		5	6		4	4		13	6		6	7		5	10
Somewhat difficult		11	19		12	19		16	14		6	24		13	16
Very difficult		7	19		8	23		5	17		3	19		9	10
Never got through		2	3		*	3		5	1		5	4		1	5
TOTAL		100	100		100	100		100	100		100	99		100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-36

Which of the following typically happen when you call VA at 1-888 GI BILL-1?

Base: Called VA at 1-888 GI BILL-1.

NEW QUESTION	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			286			95			71			63			57
Frequently busy			37			44			27			43			30
Wait over a minute for call to be answered			55			55			46			62			55
Disconnect me before my call is answered			16			22			10			16			10
Call gets misdirected			7			5			8			6			9
Other			8			7			11			3			12
None of the above			20			13			31			16			23
Supplemental Claims															
<i>Unweighted N</i>			381			146			73			88			74
Frequently busy			37			45			32			36			23
Wait over a minute for call to be answered			58			55			69			58			58
Disconnect me before my call is answered			15			16			12			18			11
Call gets misdirected			8			9			11			6			10
Other			9			14			3			8			4
None of the above			21			19			15			21			30
All Claims															
<i>Unweighted N</i>			667			241			144			151			131
Frequently busy			37			44			31			37			24
Wait over a minute for call to be answered			58			55			66			58			58
Disconnect me before my call is answered			15			17			12			18			11
Call gets misdirected			8			9			11			6			10
Other			9			13			4			8			5
None of the above			21			18			18			20			29

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

TABLE A-37

In general, how much of what you NEEDED TO KNOW did you get from your telephone contact with VA at 1-888 GI BILL-1?

Base: Got through to VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		173	283		82	97		25	69		26	61		40	56
All		37	33		30	29		33	30		58	33		34	43
Most		36	36		39	38		47	38		23	38		35	28
Some		18	21		21	20		12	19		12	24		21	19
Little		5	8		5	8		4	12		3	5		7	8
None		4	2		5	5		3	1		4	--		2	2
TOTAL		100	100		100	100		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		192	371		98	141		22	73		31	85		41	72
All		36	36		41	37		18	24		28	42		41	32
Most		45	37		47	32		59	44		50	34		29	47
Some		13	18		8	23		9	18		16	12		24	15
Little		4	6		3	5		5	10		3	7		5	4
None		2	3		1	3		9	4		3	5		--	2
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

-- None.

TABLE A-37, continued
**In general, how much of what you NEEDED TO KNOW did you get from your
telephone contact with VA at 1-888 GI BILL-1?**

Base: Got through to VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>		365	654		180	238		47	142		57	146		81	128
All		36	35		40	37		20	25		31	41		41	33
Most		44	37		46	32		57	43		48	34		30	45
Some		14	18		10	23		10	18		15	13		24	15
Little		4	7		3	5		4	10		3	7		5	5
None		2	3		1	3		8	4		3	5		*	2
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%

TABLE A-38
Were you able to get this information on the first call?

Base: Got through to VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		172	282		80	96		25	69		26	61		41	56
Yes		75	62		76	57		85	60		69	66		74	70
No		25	38		24	43		15	40		31	34		26	30
TOTAL		100	100		100	100		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		191	370		97	141		21	73		31	85		42	71
Yes		72	66		75	61		57	60		69	67		74	85
No		28	34		25	39		43	40		31	33		26	15
TOTAL		100	100		100	100		100	100		100	100		100	100
All Claims															
<i>Unweighted N</i>		363	652		177	237		46	142		57	146		83	127
Yes		72	66		75	61		61	60		69	67		74	83
No		28	34		25	39		39	40		31	33		26	17
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-39

Was your question answered by the automated system or did you speak with a VA employee at a VA Education Regional Processing Office (VA RPO)?

Base: Got through to VA at 1-888 GI BILL-1.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO %	1998 %	1999 %	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>		170	281		79	96		25	70		26	60		40	55
Automated system		20	18		19	20		32	19		23	12		12	20
VA employee		46	43		48	43		36	40		49	43		46	44
Both		34	40		33	37		32	41		28	45		41	35
TOTAL		100	101		100	100		100	100		100	100		100	99
Supplemental Claims															
<i>Unweighted N</i>		191	367		98	138		21	73		30	84		42	72
Automated system		9	13		8	8		9	18		4	13		14	19
VA employee		56	45		52	50		71	40		73	48		38	35
Both		36	42		40	42		19	42		23	39		48	46
TOTAL		100	100		100	100		100	100		100	100		100	100
All Claims															
<i>Unweighted N</i>		361	648		177	234		46	143		56	144		82	127
Automated system		10	13		9	9		13	18		6	13		14	19
VA employee		55	45		52	49		66	40		70	47		39	36
Both		35	42		39	42		21	42		23	40		47	45
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-40
Which VA RPO did you talk to?

Base: Got through to VA at 1-888 GI BILL-1 and talked to VA employee.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		130	221		65	75		14	53		17	51		34	42
Atlanta, GA		51	39		98	97		15	6		12	8		6	5
Buffalo, NY		9	19		--	--		85	87		--	2		--	--
Muskogee, GA		14	23		2	--		--	--		75	86		--	--
St. Louis MO		26	19		--	3		--	7		12	4		94	95
TOTAL		100	100		100	100		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		169	311		88	124		18	60		27	72		36	55
Atlanta, GA		54	40		100	91		17	2		11	6		6	5
Buffalo, NY		7	17		--	3		83	97		--	1		--	2
Muskogee, GA		21	27		--	2		--	2		89	89		3	4
St. Louis MO		18	16		--	4		--	--		--	4		92	89
TOTAL		100	100		100	100		100	101		100	100		100	100
All Claims															
<i>Unweighted N</i>		299	532		153	199		32	113		44	123		70	97
Atlanta, GA		53	39		100	92		16	2		11	6		6	5
Buffalo, NY		8	18		--	3		84	96		--	1		--	2
Muskogee, GA		20	27		*	2		--	1		88	89		2	3
St. Louis MO		19	16		--	4		--	1		1	4		92	90
TOTAL		100	100		100	101		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-41

How responsive was the person you talked to at the VA RPO?

Base: Got through to VA at 1-888 GI BILL-1 and talked to VA employee.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		137	238		67	82		17	56		18	57		35	43
Very responsive		63	57		55	53		64	56		84	65		63	51
Somewhat responsive		26	31		31	33		30	31		10	26		27	37
Neither		6	5		7	7		6	3		6	4		2	5
Somewhat non-responsive		5	6		6	4		--	9		--	5		8	7
Very non-responsive		--	1		--	2		--	2		--	--		--	--
TOTAL		100	100		100	99		100	101		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		175	337		90	133		19	65		30	79		36	60
Very responsive		61	55		61	54		53	50		70	58		55	53
Somewhat responsive		30	37		31	37		32	33		23	37		33	43
Neither		3	3		2	3		--	4		3	3		6	3
Somewhat non-responsive		3	3		2	5		10	8		3	1		3	--
Very non-responsive		3	2		3	2		5	5		--	1		3	--
TOTAL		100	100		100	101		100	100		100	100		100	99
All Claims															
<i>Unweighted N</i>		312	575		157	215		36	121		48	136		71	103
Very responsive		62	55		60	54		54	51		71	58		56	53
Somewhat responsive		29	37		31	36		32	33		22	36		32	43
Neither		3	3		3	3		1	4		3	3		5	4
Somewhat non-responsive		3	4		3	4		9	8		3	2		4	1
Very non-responsive		2	2		3	2		5	4		--	1		3	--
TOTAL		100	101		100	99		100	100		100	100		100	101

M/RO = Muskogee Pilot/Rollout. -- None.

Sum may not add to 100% due to rounding.

TABLE A-42
How courteous was the person you talked to at the VA RPO?

Base: Got through to VA at 1-888 GI BILL-1 and talked to VA employee.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		136	237		66	81		17	56		18	57		35	43
Very courteous		65	58		61	51		58	62		90	67		59	51
Somewhat courteous		27	31		27	37		42	27		4	23		35	37
Neither		5	5		8	5		--	4		6	3		3	12
Somewhat discourteous		2	5		3	6		--	7		--	5		3	--
Very discourteous		1	1		1	--		--	--		--	2		--	--
TOTAL		100	100		100	99		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		175	335		90	133		19	35		30	79		36	58
Very courteous		67	62		69	59		68	55		69	70		58	62
Somewhat courteous		23	29		22	30		16	31		24	24		25	34
Neither		5	5		5	6		--	8		3	4		8	2
Somewhat discourteous		4	2		2	2		10	5		3	2		6	--
Very discourteous		2	2		2	3		5	1		--	--		3	2
TOTAL		100	100		100	100		100	100		100	100		100	100
All Claims															
<i>Unweighted N</i>		311	572		156	214		36	121		48	136		71	101
Very courteous		67	61		68	58		67	56		71	69		58	61
Somewhat courteous		23	29		23	30		19	30		23	24		26	34
Neither		5	5		5	6		--	7		3	4		8	3
Somewhat discourteous		4	3		2	3		9	5		3	3		5	--
Very discourteous		2	2		2	3		5	1		--	*		3	2
TOTAL		100	100		100	100		100	99		100	100		100	100

M/RO = Muskogee Pilot/Rollout. -- None.

Sum may not add to 100% due to rounding.

* Less than 0.5%.

TABLE A-43
Were VA employees able to give you information about your particular education claim on the phone?

Base: Got through to VA at 1-888 GI BILL-1 and talked to VA employee.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		136	247		66	82		17	60		18	57		35	48
Yes		82	88		80	85		82	84		84	95		84	85
No		8	8		10	8		6	12		4	4		7	8
Didn't need claim information		10	4		9	6		12	4		12	2		9	6
TOTAL		100	100		100	99		100	100		100	101		100	99
Supplemental Claims															
<i>Unweighted N</i>		174	351		90	137		19	66		30	84		35	64
Yes		85	83		88	88		74	77		87	78		83	87
No		9	9		5	8		21	18		10	7		12	5
Didn't need claim information		6	8		7	4		5	5		3	14		6	8
TOTAL		100	100		100	100		100	100		100	99		100	100
All Claims															
<i>Unweighted N</i>		310	598		156	219		36	126		48	141		70	112
Yes		85	84		87	87		75	78		87	80		83	87
No		9	9		6	8		19	17		9	7		11	5
Didn't need claim information		6	8		7	5		6	5		4	13		6	8
TOTAL		100	101		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-44

After you left active-duty service or training for reserve/guard*, did you ever call VA Education Regional Processing Office (VA RPO) in Atlanta, GA; Buffalo, NY; Muskogee, OK; or St. Louis, MO directly without using a toll-free number?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	380	1,549	1,362	86	384	340	83	392	361	144	392	319	67	381	342
Yes	18	16	28	21	17	30	14	15	29	18	17	27	19	13	23
No	82	84	72	79	83	70	86	85	71	82	83	73	81	87	77
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	416	1,505	1,314	97	358	327	87	399	334	145	377	322	87	371	331
Yes	20	18	31	25	21	32	21	17	32	18	18	31	21	16	31
No	80	82	69	75	79	68	79	83	68	82	82	69	79	84	69
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	796	3,054	2,676	183	742	667	170	791	695	289	769	641	154	752	673
Yes	20	18	31	24	21	32	20	16	32	18	18	30	21	15	30
No	80	82	69	76	79	68	80	84	68	82	82	70	79	85	70
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Question for dependents and those on active-duty began "Did you..."

Skip pattern previous to the 1998 study brought those who responded "Yes" in Table A-26 directly to this question.

TABLE A-45
Which VA RPO did you talk to?

Base: Ever called a VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	398	248	268	133	73	88	86	59	77	83	65	55	96	51	48
Atlanta, GA	38	24	36	97	86	93	3	--	6	12	3	7	8	4	4
Buffalo, NY	21	21	26	1	1	3	89	98	93	6	2	6	--	--	--
Muskogee, OK	19	32	19	--	6	2	1	--	--	73	85	76	3	4	2
St. Louis MO	22	23	18	2	7	1	6	2	1	9	10	11	89	92	94
TOTAL	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	432	269	299	130	77	89	102	65	89	90	69	65	110	58	56
Atlanta, GA	34	25	31	94	92	94	8	3	1	13	1	5	3	3	3
Buffalo, NY	19	19	26	1	3	--	86	92	98	3	--	1	--	2	2
Muskogee, OK	21	36	25	1	3	--	1	2	--	75	97	88	1	2	4
St. Louis MO	26	20	19	5	3	6	5	3	1	9	1	6	96	93	91
TOTAL	100	100	101	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	830	517	567	263	150	177	188	124	166	173	134	120	206	109	104
Atlanta, GA	35	25	32	94	91	94	7	3	2	13	2	5	3	4	4
Buffalo, NY	19	19	26	1	3	*	86	93	97	3	*	2	--	2	2
Muskogee, OK	21	35	24	1	3	*	1	1	--	75	96	86	1	2	3
St. Louis MO	25	20	18	4	3	5	5	3	1	9	2	7	96	93	91
TOTAL	100	100	100	100	100	99	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-46
Why did you call the VA RPO?

Base: Called the VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>		250	270		72	89		59	78		67	56		52	47
Get information before I filed		26	29		22	28		28	30		23	31		37	27
Apply for education benefits		17	23		18	18		16	29		10	20		28	28
Check on the status of my education claim		48	52		54	41		52	62		40	52		49	60
Change the status of enrollment		7	8		4	6		10	7		10	11		4	10
Check on my remaining education benefits		15	14		13	10		12	11		18	20		16	19
Check on payment		39	43		43	42		45	42		29	50		47	38
Correct a payment problem		12	17		7	16		21	22		13	18		9	9
Ask about work study		2	2		1	--		2	1		2	4		1	2
Get other information		30	29		32	34		32	18		24	32		34	31

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

-- None.

TABLE A-46, continued
Why did you call the VA RPO?

Base: Called the VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Supplemental Claims															
<i>Unweighted N</i>		275	298		81	88		66	88		69	65		59	57
Get information before I filed		26	25		34	25		23	29		23	20		24	25
Apply for education benefits		21	21		22	20		33	29		13	9		22	30
Check on the status of my education claim		54	55		58	57		65	63		45	51		54	50
Change the status of enrollment		10	12		14	8		15	14		4	12		8	14
Check on my remaining education benefits		14	21		20	23		12	18		12	19		14	23
Check on payment		43	52		47	61		41	54		42	48		41	40
Correct a payment problem		30	29		25	27		32	29		34	31		29	28
Ask about work study		4	4		6	8		3	1		6	5		--	2
Get other information		24	24		17	24		30	19		25	26		29	28

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

-- None

TABLE A-46, continued
Why did you call the VA RPO?

Base: Called the VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>		525	568		153	177		125	166		136	121		111	104
Get information before I filed		26	25		33	26		23	29		23	21		25	25
Apply for education benefits		20	21		22	20		31	29		12	10		23	30
Check on the status of my education claim		53	55		57	55		64	63		44	51		53	51
Change the status of enrollment		10	11		13	8		15	13		5	12		8	14
Check on my remaining education benefits		15	20		19	21		12	18		13	19		14	23
Check on payment		42	51		46	59		41	52		41	48		41	40
Correct a payment problem		28	27		23	26		31	28		32	30		27	26
Ask about work study		4	4		6	7		3	1		5	4		*	2
Get other information		25	25		19	25		30	19		25	27		29	28

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

TABLE A-47
How easy was it to get through to the VA RPO?

Base: Called the VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		250	269		72	89		58	77		67	56		53	47
Very easy		31	18		26	14		28	19		44	20		17	19
Somewhat easy		38	40		36	40		39	41		34	38		46	41
Neither		6	7		10	7		5	8		5	4		5	11
Somewhat difficult		15	19		19	21		22	18		9	25		13	10
Very difficult		8	14		6	14		4	14		7	12		19	19
Never got through		2	2		3	4		2	--		2	2		--	--
TOTAL		100	100		100	100		100	100		100	101		100	100
Supplemental Claims															
<i>Unweighted N</i>		274	296		79	89		67	88		69	64		59	55
Very easy		30	13		28	11		34	23		33	8		24	13
Somewhat easy		42	43		42	41		31	43		42	45		51	44
Neither		6	7		10	7		4	11		6	5		3	7
Somewhat difficult		12	22		10	23		19	13		14	28		5	24
Very difficult		9	12		11	18		10	9		6	11		12	9
Never got through		1	2		--	1		--	1		--	3		5	4
TOTAL		100	99		100	101		100	100		100	100		100	101

M/RO = Muskogee Pilot/Rollout.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-47, continued
How easy was it to get through to the VA RPO?

Base: Called the VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>		524	565		151	178		125	165		136	120		112	102
Very easy		30	14		28	12		34	22		34	9		23	13
Somewhat easy		41	43		41	40		32	42		42	45		50	44
Neither		6	7		10	7		5	11		6	5		4	8
Somewhat difficult		12	21		11	22		20	14		13	27		6	22
Very difficult		9	13		10	17		10	10		6	11		13	10
Never got through		1	2		*	2		*	1		*	3		4	3
TOTAL		100	100		100	100		100	100		100	100		100	100

M/RO = Muskogee Pilot/Rollout.

* Less than 0.5%.

TABLE A-48

Which of the following typically happen when you call the VA RPO?

Base: Called the VA RPO directly.

NEW QUESTION	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			271			86			78			58			49
Frequently busy			34			34			34			40			24
Wait over a minute for call to be answered			62			64			56			69			55
Disconnect me before my call is answered			12			10			11			14			11
Call gets misdirected			13			10			16			9			20
Other			7			5			12			6			8
None of the above			14			14			15			7			24
Supplemental Claims															
<i>Unweighted N</i>			296			90			87			64			55
Frequently busy			35			45			24			34			38
Wait over a minute for call to be answered			61			66			60			61			53
Disconnect me before my call is answered			13			21			13			6			10
Call gets misdirected			14			13			15			13			15
Other			6			7			5			6			6
None of the above			17			10			25			13			21
All Claims															
<i>Unweighted N</i>			567			176			165			122			104
Frequently busy			35			43			25			34			36
Wait over a minute for call to be answered			61			65			59			62			54
Disconnect me before my call is answered			13			19			13			7			10
Call gets misdirected			14			12			15			13			16
Other			6			7			6			6			6
None of the above			16			11			24			13			21

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

TABLE A-49

In general, how much of what you NEEDED TO KNOW did you get from your telephone contact with the VA RPO?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	403	244	265	133	70	87	89	58	77	83	65	54	98	51	47
All	39	39	33	33	34	30	48	41	37	36	48	37	44	25	27
Most	36	35	37	41	39	44	34	34	35	35	33	30	32	34	38
Some	15	16	20	15	17	20	12	14	17	19	14	26	15	20	17
Little	7	7	8	7	7	5	6	11	10	9	1	6	6	15	13
None	2	3	2	4	3	1	1	--	1	--	3	2	3	6	4
TOTAL	100	100	100	100	100	101	100	100	100	100	100	101	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	445	271	289	135	80	87	105	67	87	90	68	62	115	56	53
All	37	34	33	39	34	38	32	27	32	37	38	26	39	36	35
Most	36	42	42	32	44	34	44	51	48	37	37	46	30	41	43
Some	17	16	16	20	15	22	15	11	18	11	20	11	20	16	7
Little	9	6	7	6	6	5	7	10	2	15	5	9	9	5	15
None	2	1	2	3	1	1	2	1	--	--	--	7	2	2	--
TOTAL	100	100	100	100	100	100	100	100	100	100	100	99	100	100	100

M/RO = Muskogee Pilot/Rollout.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-49, continued
In general, how much of what you **NEEDED TO KNOW** did you get from your
telephone contact with the VA RPO?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	848	515	554	268	150	174	194	125	164	173	133	116	213	107	100
All	37	35	33	38	34	37	34	28	32	37	39	27	39	34	34
Most	36	42	42	34	43	36	43	49	46	37	37	44	30	40	43
Some	17	16	16	19	16	22	14	11	18	12	19	13	20	17	8
Little	9	6	7	6	6	5	7	10	3	14	4	9	9	7	15
None	2	1	2	3	1	1	2	1	*	--	*	6	2	2	1
TOTAL	100	100	100	100	100	101	100	100	99	100	100	99	100	100	101

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-50
Were you able to get this information on the first call to the VA RPO?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	403	244	264	134	70	87	89	58	76	82	65	54	98	51	47
Yes	74	75	65	74	73	60	78	75	65	69	79	73	75	71	66
No	26	25	35	26	27	40	22	25	35	31	21	27	25	29	34
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	442	271	288	133	80	87	105	67	87	90	68	61	114	56	53
Yes	71	72	71	72	67	72	70	58	76	72	78	64	70	80	74
No	29	28	29	28	33	28	30	42	24	28	22	36	30	20	26
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	845	515	552	267	150	174	194	125	163	172	133	115	212	107	100
Yes	71	72	70	72	68	71	71	60	75	72	79	65	71	79	73
No	29	28	30	28	32	29	29	40	25	28	21	35	29	21	27
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-51
How responsive was the person you talked to at the VA RPO?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	402	243	264	134	70	87	88	58	77	83	65	54	97	50	46
Very responsive	61	62	52	60	53	54	66	65	51	60	81	59	61	36	40
Somewhat responsive	30	24	33	29	24	33	27	20	36	33	13	26	30	48	40
Neither	3	6	8	3	11	6	3	11	6	3	1	9	4	4	13
Somewhat non-responsive	4	4	6	5	4	6	2	4	6	4	2	4	5	5	7
Very non-responsive	2	4	1	4	7	1	1	--	--	--	3	2	--	6	--
TOTAL	100	100	100	100	100	100	100	100	99	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	442	269	287	133	78	87	105	67	86	90	68	61	114	56	53
Very responsive	57	59	54	56	56	52	56	58	55	61	61	56	54	59	53
Somewhat responsive	30	31	35	30	35	38	31	27	37	26	30	31	35	30	36
Neither	4	4	5	8	3	3	6	6	7	1	4	5	2	4	4
Somewhat non-responsive	6	4	4	5	1	6	6	6	1	4	3	5	9	5	4
Very non-responsive	3	3	2	1	5	1	1	3	--	8	2	3	1	2	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101
All Claims															
<i>Unweighted N</i>	844	512	551	267	148	174	193	125	163	173	133	115	211	106	99
Very responsive	57	59	54	57	56	52	57	59	54	61	63	56	55	56	52
Somewhat responsive	30	30	35	30	34	37	31	26	37	27	28	30	34	32	36
Neither	4	4	5	7	3	4	5	7	7	1	4	6	2	4	5
Somewhat non-responsive	6	4	4	5	2	6	6	6	2	4	3	5	8	5	4
Very non-responsive	3	3	2	2	5	1	1	3	--	7	2	3	1	2	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None.
Sum may not add to 100% due to rounding.

TABLE A-52
How courteous was the person you talked to at the VA RPO?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	401	244	268	134	70	88	88	58	80	83	65	54	96	51	46
Very courteous	69	68	57	69	58	64	71	71	58	67	83	56	69	49	42
Somewhat courteous	23	22	27	18	24	20	23	20	29	27	14	27	24	34	35
Neither	4	5	9	5	7	10	6	5	7	1	--	9	5	11	13
Somewhat discourteous	2	3	6	4	6	6	--	4	6	3	1	4	1	4	10
Very discourteous	2	2	1	4	4	--	1	--	--	1	2	4	--	2	--
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	441	270	286	134	79	86	104	67	85	89	68	61	114	56	54
Very courteous	62	62	60	61	61	58	62	60	62	64	66	64	60	59	52
Somewhat courteous	27	27	29	29	27	30	25	28	29	24	25	24	29	30	37
Neither	7	5	5	5	2	5	5	4	4	9	6	7	9	5	5
Somewhat discourteous	3	3	4	5	5	5	6	7	5	--	--	3	2	4	2
Very discourteous	2	3	2	1	5	2	3	--	--	3	3	2	1	2	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	842	514	554	268	149	174	192	125	165	172	133	115	210	107	100
Very courteous	63	62	59	62	60	59	63	61	62	65	68	63	61	58	51
Somewhat courteous	26	27	29	28	27	29	25	27	29	24	24	25	28	31	37
Neither	6	5	6	5	3	5	5	5	5	8	5	7	8	6	6
Somewhat discourteous	3	3	4	4	5	5	5	7	5	*	*	3	2	4	3
Very discourteous	2	3	2	1	5	2	3	--	--	3	3	2	1	2	3
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None. * Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-53

Were employees at the VA RPO able to give you information about your particular education claim on the phone?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	397	244	264	133	70	88	87	58	78	82	65	52	95	51	46
Yes	80	75	80	79	68	82	83	76	81	76	85	81	83	63	73
No	11	14	9	12	19	2	7	14	13	14	7	10	11	21	20
Didn't need claim information	9	11	11	9	13	16	10	10	6	10	8	9	5	16	7
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	442	270	289	134	79	86	104	67	87	89	68	61	115	56	55
Yes	76	78	79	76	77	81	74	75	76	72	84	80	82	71	79
No	15	15	13	13	12	11	14	21	15	20	12	15	11	18	12
Didn't need claim information	9	7	8	11	10	8	11	4	9	9	4	5	7	11	9
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	839	514	553	267	149	174	191	125	165	171	133	113	210	107	101
Yes	76	78	79	77	76	81	75	75	77	72	84	80	82	70	78
No	14	15	13	13	13	9	13	20	14	19	11	15	11	18	13
Didn't need claim information	9	8	8	10	11	9	11	5	9	9	5	5	7	11	9
TOTAL	100	100	100	100	100	99	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-54
After leaving active-duty service or training for reserve/guard*, did you
ever contact any of the following for information?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,471	1,492	1,251	392	376	309	371	375	329	331	378	298	377	363	315
VA regional office, either in person or through correspondence	44	43	41	40	45	46	42	43	42	51	45	39	40	39	37
VA's Web Site on the Internet	10	12	18	8	11	16	14	15	20	9	15	23	9	7	15
State or county Veterans Service Organizations	23	24	23	23	27	25	21	23	20	21	19	20	27	30	26
Reserve unit	23	20	19	19	17	18	24	21	19	20	19	18	29	23	21
VA Representative on base	3	3	3	3	3	2	4	4	2	2	3	3	2	3	3
Friends, family, co-workers	23	25	24	23	25	26	23	21	18	22	24	24	26	29	28
Never contacted any	14	19	24	20	19	24	17	19	22	NA	18	25	20	19	24
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	12	NA	NA	NA	NA	NA
Supplemental Claims															
<i>Unweighted N</i>	1,382	1,443	1,212	359	350	310	351	377	312	311	361	293	361	355	297
VA regional office, either in person or through correspondence	51	49	45	47	50	43	45	44	49	61	53	47	50	46	39
VA's Web Site on the Internet	10	15	20	12	13	17	11	18	24	7	17	21	11	11	18
State or county Veterans Service Organizations	27	28	25	27	32	28	26	25	22	27	30	23	28	24	29
Reserve unit	19	18	19	17	16	16	22	22	23	17	15	17	22	23	23
VA Representative on base	1	2	1	1	2	2	2	4	2	1	1	1	2	2	1
Friends, family, co-workers	23	23	23	22	22	24	25	25	25	20	21	22	27	25	24
Never contacted any	13	16	22	20	17	24	17	17	20	NA	14	23	18	18	23
Other	2	NA	NA	NA	NA	NA	NA	NA	NA	8	NA	NA	NA	NA	NA

See next page for notes.

TABLE A-54, continued
After leaving active-duty service or training for reserve/guard*, did you
ever contact any of the following for information?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,853	2,935	2,463	751	726	619	722	752	641	642	739	591	738	718	612
VA regional office, either in person or through correspondence	50	48	44	46	49	43	44	44	48	60	52	46	49	45	39
VA's Web Site on the Internet	10	15	20	11	13	17	12	18	24	7	16	21	11	11	18
State or county Veterans Service Organizations	27	28	25	27	31	27	25	25	22	27	29	22	28	25	28
Reserve unit	20	19	19	17	16	17	22	22	22	17	15	17	23	23	23
VA Representative on base	2	2	2	1	3	2	3	4	2	1	1	1	2	2	1
Friends, family, co-workers	23	23	24	22	22	24	25	25	24	21	21	22	27	25	25
Never contacted any	13	16	23	20	17	24	17	17	20	NA	14	23	18	19	23
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	9	NA	NA	NA	NA	NA

* Referred to as "Reserve or specialty training" in the Rollout and 1998 studies. Question for dependents and those on active-duty began "Did you..."

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

"Reserve unit" was an option only for veterans and reservists.

"VA representative on base" was an option only for those on active-duty.

TABLE A-55
Do you recall filling out the application for your education benefits?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,597	1,572	1,385	406	389	347	388	399	367	410	399	322	393	385	349
Yes	88	86	72	90	86	73	87	87	75	88	85	67	86	87	74
No	12	14	28	10	14	27	13	13	25	12	15	33	14	13	26
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,518	1,524	1,342	375	368	337	384	401	338	381	379	332	378	376	335
Yes	84	87	69	87	88	69	86	85	72	85	87	69	79	86	67
No	16	13	31	13	12	31	14	15	28	15	13	31	21	14	33
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,115	3,096	2,727	781	757	684	772	800	705	791	778	654	771	761	684
Yes	85	87	70	87	88	69	86	86	72	85	87	69	80	86	68
No	15	13	30	13	12	31	14	14	28	15	13	31	20	14	32
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-56

Did you find anything to be difficult or confusing about the application form?

Base: Remembered filling out the application form.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,388	1,352	1,188	363	337	295	333	346	323	355	336	269	337	333	301
Yes	29	24	72	19	25	27	28	24	35	41	23	28	24	26	31
No	71	76	28	81	75	73	72	76	65	59	77	72	76	74	69
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,264	1,314	1,113	324	324	288	327	342	287	318	327	258	295	321	280
Yes	31	28	33	23	28	30	30	30	31	40	29	32	26	25	38
No	69	72	67	77	72	70	70	70	69	60	71	68	74	75	62
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,652	2,666	2,301	687	661	583	660	688	610	673	663	527	632	654	581
Yes	30	28	32	23	28	30	29	29	31	40	29	32	26	25	37
No	70	72	68	77	72	70	71	71	69	60	71	68	74	75	63
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-57

What specifically did you find to be difficult or confusing about the application form?

Base: Found something to be difficult or confusing.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	392	340	312	70	88	77	97	82	101	143	81	63	82	89	71
Print was hard to read	4	2	3	1	2	1	2	4	1	5	1	5	5	3	5
It was too long	14	15	10	19	14	10	12	7	13	14	24	10	12	10	5
Some questions were not clear	59	72	58	72	72	59	65	72	51	51	75	60	57	67	62
Some instructions were confusing	50	47	47	57	46	38	50	49	48	44	46	51	55	45	52
Asked for information VA should have already had	41	38	40	48	42	35	37	31	47	41	41	38	38	35	40
Asked for information that was hard to supply	19	24	18	21	18	18	16	24	17	20	31	18	17	20	20
Not clear why all the information was needed	32	34	31	40	35	26	22	33	30	33	37	38	35	31	30
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	6	NA	NA	NA	NA	NA
Supplemental Claims															
<i>Unweighted N</i>	383	372	272	75	91	61	101	102	71	128	99	67	79	80	73
Print was hard to read	5	2	4	4	--	10	5	5	3	4	--	3	7	4	1
It was too long	15	12	14	14	12	13	13	12	15	14	12	16	20	11	10
Some questions were not clear	61	66	52	68	64	54	61	66	49	51	65	50	77	70	56
Some instructions were confusing	42	49	49	43	43	52	45	49	55	35	51	42	55	51	48
Asked for information VA should have already had	43	39	44	53	37	39	40	40	65	37	35	40	52	49	34
Asked for information that was hard to supply	19	21	24	17	21	18	26	19	27	16	20	27	19	24	25
Not clear why all the information was needed	37	37	36	38	37	43	41	29	42	35	40	36	38	42	23
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA

See next page for notes.

TABLE A-57, continued

What specifically did you find to be difficult or confusing about the application form?

Base: Found something to be difficult or confusing.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	775	712	584	145	179	138	198	184	172	271	180	130	161	169	144
Print was hard to read	4	2	4	4	*	8	4	5	2	4	*	3	7	4	2
It was too long	15	12	13	15	12	13	12	11	14	14	13	16	19	11	13
Some questions were not clear	61	66	53	68	65	55	62	66	49	51	66	51	75	69	53
Some instructions were confusing	43	48	48	45	43	50	46	49	54	37	50	43	55	50	48
Asked for information VA should have already had	43	39	44	52	37	39	39	39	62	38	36	40	50	47	44
Asked for information that was hard to supply	19	21	23	18	21	18	25	19	25	17	21	26	19	23	23
Not clear why all the information was needed	37	37	35	38	37	40	38	29	40	35	40	36	37	41	35
Other	3	NA	NA	NA	NA	NA	NA	NA	NA	7	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

-- None.

* Less than 0.5%.

TABLE A-58
To whom did you submit your application for education benefits?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,585	1,564	1,368	405	387	341	380	400	364	411	395	318	389	382	345
School	77	72	73	77	73	73	71	67	68	85	79	78	74	68	71
VA directly	18	22	21	19	23	22	22	26	26	11	18	15	21	23	23
Don't know	5	6	6	4	4	5	7	7	6	3	4	7	6	8	6
Other	1	NA	NA	NA	NA	NA	NA	NA	NA	2	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,505	1,516	1,330	371	364	335	380	400	334	379	378	331	375	374	330
School	79	79	77	75	80	80	74	74	71	87	82	78	74	78	78
VA directly	16	16	18	20	16	17	20	19	20	9	15	18	19	17	16
Don't know	5	5	5	5	5	3	6	7	9	2	3	4	7	5	6
Other	*	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,090	3,080	2,698	776	751	676	760	800	698	790	773	649	764	756	675
School	78	78	77	75	79	79	74	73	71	87	81	78	74	77	77
VA directly	16	17	18	20	17	18	20	20	21	9	15	18	19	18	17
Don't know	5	5	5	5	5	3	6	7	8	2	3	4	7	6	6
Other	*	NA	NA	NA	NA	NA	NA	NA	NA	2	NA	NA	NA	NA	NA
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

* Less than 0.5%.

TABLE A-59
At the time you applied, how completely did you understand the steps necessary to process your claim?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,594	1,578	1,385	409	392	350	382	401	368	413	399	322	390	386	345
Completely	18	21	18	22	24	22	18	19	16	17	18	18	15	23	15
Mostly	38	37	40	36	33	38	37	38	41	40	40	40	39	33	39
Somewhat	27	26	27	28	25	24	28	24	29	28	27	27	26	27	29
Only a little	11	12	12	11	14	12	12	12	12	10	11	11	12	13	12
Not at all	5	5	3	3	4	4	5	6	2	5	4	3	7	5	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	99	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	1,522	1,530	1,343	377	369	339	384	404	338	381	381	332	380	376	334
Completely	18	20	20	22	22	24	18	19	19	17	21	19	16	18	15
Mostly	39	37	40	37	35	35	40	38	42	41	37	40	39	39	42
Somewhat	26	27	27	27	29	28	26	26	24	25	28	28	27	26	29
Only a little	12	11	10	12	10	11	12	10	11	11	10	8	12	14	11
Not at all	4	4	3	2	5	3	4	6	4	6	4	4	6	3	2
TOTAL	100	100	100	100	100	101	100	100	101	100	100	99	100	100	99
All Claims															
<i>Unweighted N</i>	3,116	3,108	2,728	786	761	689	766	805	706	794	780	654	770	762	679
Completely	18	20	19	22	22	23	18	19	19	17	21	19	16	19	15
Mostly	39	37	40	37	34	35	40	38	42	41	38	40	39	38	42
Somewhat	26	27	28	27	28	27	26	26	25	25	27	28	27	26	29
Only a little	12	11	10	12	11	11	12	11	11	11	10	8	12	14	11
Not at all	5	4	3	3	5	3	4	6	3	6	4	4	6	3	2
TOTAL	100	100	100	100	100	99	100	100	100	100	100	99	100	100	99

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-60
At the time you applied, how completely did you understand how benefits would be paid to you?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,606	1,579	1,386	409	393	350	389	399	368	412	400	322	396	387	346
Completely	26	25	27	27	26	28	27	22	24	23	27	28	26	23	26
Mostly	33	35	32	34	31	29	31	35	32	34	36	32	31	38	38
Somewhat	24	24	25	21	25	25	26	27	29	24	22	25	24	24	22
Only a little	13	10	12	12	12	14	11	11	12	14	9	12	12	10	9
Not at all	5	6	4	5	6	4	5	5	3	5	5	3	7	6	5
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,523	1,532	1,345	378	371	340	383	404	339	381	381	333	381	376	333
Completely	24	25	28	29	26	30	21	26	28	24	26	30	23	21	24
Mostly	34	35	35	27	31	32	42	31	35	34	39	36	33	39	38
Somewhat	24	24	23	26	28	23	22	23	23	21	21	21	25	23	25
Only a little	13	11	10	14	11	11	11	13	10	15	9	10	12	10	10
Not at all	5	5	4	4	4	4	5	7	4	6	4	3	7	7	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,129	3,111	2,731	787	764	690	772	803	707	793	781	655	777	763	679
Completely	24	25	28	28	26	30	22	25	27	24	26	29	23	21	24
Mostly	33	35	35	28	31	31	40	32	34	34	38	36	33	39	38
Somewhat	24	24	23	26	28	24	22	24	24	22	22	22	25	23	24
Only a little	13	11	10	14	11	11	11	12	11	15	9	10	12	10	10
Not at all	5	5	4	4	4	4	5	7	4	5	4	3	7	7	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-61
Did VA let you know your application had been received?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,600	1,575	1,379	406	392	349	387	400	365	414	398	320	393	385	345
Yes	84	85	83	86	82	82	90	84	84	81	86	81	79	87	86
No	16	15	17	14	18	18	10	16	16	19	14	19	21	13	14
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,512	1,520	1,324	376	370	330	380	399	338	380	379	327	376	372	329
Yes	83	82	78	84	82	76	82	84	80	83	84	78	83	80	78
No	17	18	22	16	18	24	18	16	20	17	16	22	17	20	22
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,112	3,095	2,703	782	762	679	767	799	703	794	777	647	769	757	674
Yes	83	83	79	84	82	77	84	84	81	83	84	79	82	81	79
No	17	17	21	16	18	23	16	16	19	17	16	21	18	19	21
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-62
How completely did VA keep you informed of the status of your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,600	1,579	1,379	404	392	348	389	400	366	412	401	320	395	386	345
Completely	29	33	26	30	30	24	28	33	27	28	38	28	28	31	25
Mostly	27	26	29	23	23	29	31	24	26	28	27	30	28	29	33
Somewhat	19	19	19	18	20	19	19	16	20	22	19	17	17	20	19
Only a little	11	10	11	14	12	10	10	14	13	10	8	10	12	8	11
Not at all	11	10	12	12	15	16	11	10	12	10	7	11	12	10	9
Didn't need status information	2	2	3	2	1	2	2	3	2	2	2	4	3	2	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	1,512	1,529	1,337	377	371	338	378	404	338	381	379	327	376	375	334
Completely	28	31	27	27	24	26	28	35	29	29	34	26	25	28	28
Mostly	29	27	27	25	27	26	26	26	24	34	28	30	31	27	27
Somewhat	19	19	19	21	22	17	19	15	24	17	19	18	18	20	17
Only a little	12	11	11	13	11	12	14	8	9	9	11	10	12	13	11
Not at all	11	11	13	12	15	15	11	14	12	10	8	12	11	10	15
Didn't need status information	2	2	3	2	2	4	2	2	3	1	2	3	3	2	2
TOTAL	100	100	100	100	100	100	100	100	101	100	100	99	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-62, continued
How completely did VA keep you informed of the status of your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	3,112	3,108	2,716	781	763	686	767	804	704	793	780	647	771	761	679
Completely	28	31	27	28	25	25	28	34	28	29	34	26	25	29	28
Mostly	29	27	27	25	26	26	26	26	24	33	28	30	30	27	28
Somewhat	19	19	19	20	22	17	19	15	23	18	19	18	18	20	17
Only a little	12	10	11	13	11	12	13	9	10	9	10	10	12	12	11
Not at all	11	11	13	12	15	15	11	13	12	10	8	12	11	10	14
Didn't need status information	2	2	3	2	2	4	2	2	3	1	2	3	3	2	2
TOTAL	100	100	100	100	100	99	100	100	100	100	100	99	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-63
How long did it take to process your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,512	1,507	1,288	385	382	332	365	379	341	379	380	302	383	366	313
1 week	1	1	1	1	2	1	1	1	--	1	1	2	*	1	1
2 weeks	5	7	7	4	2	5	5	7	7	7	8	8	5	9	10
3 weeks	10	13	11	9	9	11	10	14	11	9	14	8	12	13	16
4 weeks	22	20	21	14	15	17	18	20	22	34	25	22	18	20	23
5 weeks	6	10	9	8	10	8	10	9	9	*	11	10	9	10	8
6 weeks	12	17	18	15	18	19	16	15	17	1	17	15	19	19	18
7 weeks	4	4	4	8	4	4	6	4	3	--	4	7	5	4	2
8 weeks	20	12	14	15	16	16	13	12	14	36	11	14	11	10	9
9 weeks	2	1	2	4	2	2	3	2	1	--	1	3	3	1	2
10 or more weeks	18	14	13	22	22	16	19	18	16	12	8	11	18	11	10
TOTAL	100	100	100	100	100	99	100	100	100	100	100	100	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	1,429	1,440	1,245	366	350	310	362	372	320	343	361	309	358	357	306
1 week	1	1	2	1	1	1	1	1	2	1	3	3	*	1	1
2 weeks	5	6	7	3	5	5	6	6	5	5	8	8	6	5	11
3 weeks	12	13	11	11	7	9	10	16	11	13	14	10	12	14	16
4 weeks	25	18	21	16	18	19	25	19	23	32	17	23	23	21	20
5 weeks	5	9	8	7	6	10	8	12	9	--	10	7	8	8	6
6 weeks	13	18	19	18	18	17	18	17	17	--	19	21	18	20	21
7 weeks	2	4	5	4	3	5	3	2	5	--	5	4	3	5	3
8 weeks	19	12	11	12	15	13	9	10	10	36	12	11	14	12	9
9 weeks	2	2	1	3	3	2	2	1	1	--	2	1	2	2	1
10 or more weeks	17	16	15	26	24	19	17	16	16	13	11	11	13	13	12
TOTAL	100	100	100	100	100	100	100	100	99	100	100	99	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None. * Less than 0.5%. Sum may not add to 100% due to rounding.

TABLE A-63, continued
How long did it take to process your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	2,941	2,947	2,533	751	732	642	727	751	661	722	741	611	741	723	619
1 week	1	1	2	1	1	1	1	1	2	1	2	3	*	1	1
2 weeks	5	6	7	3	5	5	6	6	5	5	8	8	6	5	10
3 weeks	11	13	11	10	7	10	10	15	11	12	14	10	12	14	16
4 weeks	24	18	21	15	17	18	24	19	23	33	18	23	22	21	20
5 weeks	5	9	8	7	6	9	8	11	9	*	10	7	8	8	6
6 weeks	12	18	19	18	18	18	18	16	17	*	19	20	18	20	21
7 weeks	3	4	4	5	3	5	4	3	5	--	5	4	3	5	3
8 weeks	20	12	11	13	15	13	10	10	11	36	12	12	14	12	9
9 weeks	2	2	1	3	3	2	2	1	1	--	2	2	2	2	1
10 or more weeks	17	16	14	26	24	19	17	17	16	13	11	11	14	13	12
TOTAL	100	100	98	100	100	100	100	100	100	100	100	100	100	100	99

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-64
How long do YOU think is reasonable for VA to process your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>	1,550	1,556	1,350	394	387	341	383	393	357	385	393	317	388	383	335
1 week	3	3	5	3	3	4	4	3	5	3	4	7	1	2	5
2 weeks	22	22	25	19	18	25	20	19	26	25	25	23	26	22	27
3 weeks	18	20	19	14	17	21	19	18	17	20	26	19	17	18	17
4 weeks	39	36	36	39	41	36	39	40	37	40	29	36	39	38	36
5 weeks	3	4	3	6	4	3	5	5	2	--	3	3	4	3	5
6 weeks	8	11	8	13	12	6	9	10	10	*	9	9	10	12	6
7 weeks	*	1	--	*	1	1	*	1	--	--	*	--	1	1	--
8 weeks	5	3	3	4	4	4	3	2	2	9	3	2	1	3	3
9 weeks	*	*	--	--	*	--	--	*	1	--	--	1	*	*	--
10 or more weeks	1	1	1	1	1	1	1	1	--	3	--	--	--	--	--
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	1,468	1,499	1,306	370	363	324	371	392	330	361	378	320	366	366	332
1 week	3	4	5	3	4	4	1	3	6	4	6	6	3	2	4
2 weeks	23	22	29	17	22	25	27	19	29	24	24	33	25	23	30
3 weeks	19	20	17	21	16	16	18	22	15	17	19	18	21	24	19
4 weeks	40	37	35	39	38	40	39	41	36	44	35	30	37	37	33
5 weeks	2	4	4	3	4	5	4	3	5	--	5	2	2	4	2
6 weeks	7	9	7	12	11	7	8	8	7	--	8	8	10	9	8
7 weeks	*	*	--	--	--	1	*	1	--	--	1	--	*	--	1
8 weeks	5	3	2	4	3	1	3	2	2	10	3	2	2	1	2
9 weeks	*	*	--	*	--	1	--	--	--	--	--	--	--	*	--
10 or more weeks	*	*	1	--	1	--	*	1	--	1	*	1	*	1	1
TOTAL	99	99	100	100	100	100	99	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout. -- None. * Less than 0.5%. Sum may not add to 100% due to rounding.

TABLE A-64, continued
How long do YOU think is reasonable for VA to process your application?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	3,018	3,055	2,656	764	750	665	754	785	687	746	771	637	754	749	667
1 week	3	4	5	3	4	4	2	3	5	4	6	6	3	2	4
2 weeks	23	22	29	17	22	25	26	19	28	24	24	31	25	23	29
3 weeks	19	20	18	20	16	17	18	22	16	18	20	19	20	23	19
4 weeks	40	37	35	39	39	40	39	41	36	43	34	30	37	38	34
5 weeks	2	4	3	4	4	5	4	4	4	--	5	3	2	3	3
6 weeks	7	9	7	12	11	6	8	9	7	*	8	8	10	9	8
7 weeks	*	*	*	*	*	1	0	1	*	--	*	*	*	*	1
8 weeks	5	3	2	4	3	2	3	2	2	10	3	2	2	1	2
9 weeks	*	*	*	*	*	1	--	*	--	--	--	*	*	*	--
10 or more weeks	1	*	1	*	1	*	*	1	*	1	*	1	*	*	1
TOTAL	100	100	100	100	100	101	100	100	98	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-65
**From the time your application was submitted to VA, how long did it take to
get your first check?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,523	1,532	1,301	385	384	336	375	388	339	376	384	308	387	376	318
1 week	1	*	1	*	*	*	*	*	*	1	1	1	*	1	1
2 weeks	3	3	3	2	1	2	2	4	3	4	4	3	3	4	4
3 weeks	3	5	4	2	3	3	4	5	5	3	5	4	3	6	4
4 weeks	11	11	13	6	10	10	10	9	14	18	12	14	9	15	14
5 weeks	4	8	7	5	5	6	8	8	6	--	10	8	5	8	10
6 weeks	9	14	15	13	13	13	15	12	14	--	16	14	12	14	19
7 weeks	4	6	5	5	6	6	5	6	3	*	7	6	6	5	5
8 weeks	27	19	19	20	17	23	15	19	18	45	21	21	22	18	15
9 weeks	4	4	5	7	5	6	6	4	4	--	3	5	4	3	4
10 weeks	6	8	8	9	9	10	7	7	9	--	7	7	10	8	7
11 weeks	2	2	2	4	3	2	2	2	2	*	2	3	3	1	2
12 weeks	13	7	6	11	9	5	11	7	8	18	5	4	9	7	6
13 or more weeks	14	13	12	17	20	14	16	17	14	11	8	10	14	10	10
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-65, continued
From the time your application was submitted to VA, how long did it take to
get your first check?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Supplemental Claims															
<i>Unweighted N</i>	1,448	1,466	1,280	356	357	324	367	382	323	354	371	317	371	356	316
1 week	1	*	1	1	1	1	1	1	1	1	*	*	1	*	2
2 weeks	2	2	3	1	1	3	2	2	1	4	2	3	1	1	3
3 weeks	4	4	4	4	3	3	5	4	6	5	5	4	4	5	5
4 weeks	13	11	12	6	8	9	13	11	9	21	12	14	12	11	12
5 weeks	4	8	7	7	5	5	6	8	6	--	9	10	6	10	7
6 weeks	10	15	15	14	14	13	16	12	16	--	17	16	14	15	15
7 weeks	4	6	6	4	5	5	4	6	5	--	7	7	8	7	6
8 weeks	27	19	19	17	20	20	19	17	21	44	18	18	21	20	19
9 weeks	4	4	4	5	6	4	5	3	4	--	3	3	6	4	4
10 weeks	5	8	8	10	9	10	7	9	9	*	8	6	6	8	8
11 weeks	1	3	2	2	2	1	2	3	2	--	3	2	2	2	2
12 weeks	10	6	6	7	8	6	8	6	5	16	5	7	7	7	6
13 or more weeks	14	14	14	21	19	20	13	19	16	11	10	10	14	11	11
TOTAL	100	100	101	100	100	100	100	100	101	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-65, continued
From the time your application was submitted to VA, how long did it take to
get your first check?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,971	2,998	2,581	741	741	660	742	770	662	730	755	625	758	732	634
1 week	1	*	1	1	1	1	*	1	1	1	*	*	1	*	1
2 weeks	2	2	3	1	1	3	2	2	2	4	2	3	1	1	3
3 weeks	4	5	4	4	3	3	4	5	6	4	5	4	4	5	4
4 weeks	13	11	12	6	9	9	12	11	10	20	12	14	11	11	15
5 weeks	4	8	7	7	5	6	7	8	6	--	9	10	6	9	7
6 weeks	10	15	15	14	14	13	16	12	16	--	17	16	14	15	13
7 weeks	4	6	6	4	5	5	4	6	5	*	7	7	8	7	6
8 weeks	27	19	19	18	19	20	18	17	20	44	19	18	21	20	18
9 weeks	4	4	4	6	5	5	5	3	4	--	3	3	6	4	4
10 weeks	5	8	8	10	9	10	7	9	9	*	8	6	6	8	7
11 weeks	1	2	2	3	3	1	2	2	2	*	3	2	2	2	4
12 weeks	10	6	6	7	8	6	9	6	6	16	5	7	7	7	5
13 or more weeks	14	14	14	20	19	19	13	19	15	11	10	10	14	11	11
TOTAL	100	100	101	100	100	101	100	100	102	100	100	100	100	100	98

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-66
**How long do YOU think is reasonable for you to receive your first check from
the time your application was submitted to VA?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,550	1,544	1,333	396	388	338	382	391	351	386	389	314	386	376	330
1 week	2	3	4	3	2	4	1	3	3	3	3	3	2	3	5
2 weeks	11	13	15	8	10	12	13	10	15	14	16	18	11	13	13
3 weeks	11	11	13	10	9	13	12	9	13	10	14	12	12	10	14
4 weeks	38	35	35	32	35	35	35	34	35	45	35	34	36	37	34
5 weeks	6	7	6	7	8	7	10	7	7	--	6	6	7	8	5
6 weeks	13	17	16	20	20	17	15	17	15	*	15	16	19	17	16
7 weeks	1	2	1	3	1	1	1	3	1	--	2	1	2	1	1
8 weeks	15	10	8	11	10	7	11	13	10	24	8	7	9	10	7
9 weeks	*	*	*	1	1	1	*	*	--	--	*	1	*	1	1
10 weeks	1	1	2	3	2	2	1	1	1	*	1	1	1	1	2
11 weeks	*	--	--	*	--	--	--	--	--	--	--	--	*	--	--
12 weeks	1	*	1	1	1	1	1	1	*	2	--	1	*	*	1
13 or more weeks	1	1	*	1	1	--	--	1	--	1	*	*	*	*	*
TOTAL	100	100	101	100	100	100	100	100	100	100	100	100	100	100	99

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-66, continued
How long do YOU think is reasonable for you to receive your first check from
the time your application was submitted to VA?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Supplemental Claims															
<i>Unweighted N</i>	1,459	1,495	1,300	365	362	321	370	394	328	358	374	322	366	365	329
1 week	3	3	3	3	3	2	1	2	2	3	4	4	3	3	3
2 weeks	13	12	16	12	14	14	14	13	15	15	13	19	10	8	15
3 weeks	13	13	10	10	11	7	14	12	12	12	15	12	15	14	10
4 weeks	40	33	37	35	35	36	38	31	35	48	33	38	36	36	39
5 weeks	5	7	7	7	6	8	6	9	7	--	8	6	8	6	8
6 weeks	12	18	15	17	19	20	18	19	16	--	17	13	17	20	14
7 weeks	1	2	2	3	2	2	1	3	1	*	2	1	1	2	2
8 weeks	12	9	7	10	9	8	8	9	11	19	8	4	8	9	6
9 weeks	*	*	*	1	*	*	--	--	--	--	1	*	1	1	1
10 weeks	*	1	1	*	2	1	*	2	1	--	1	2	1	1	1
11 weeks	--	*	*	--	--	*	--	--	--	--	--	--	--	*	--
12 weeks	1	*	*	1	--	*	--	1	--	2	--	1	*	*	--
13 or more weeks	*	*	*	1	*	*	*	1	*	*	--	--	*	--	1
TOTAL	100	100	98	100	100	98	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-66, continued
**How long do YOU think is reasonable for you to receive your first check from
the time your application was submitted to VA?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	3,009	3,039	2,633	761	750	659	752	785	679	744	763	636	752	741	659
1 week	3	3	3	3	3	2	1	2	2	3	4	4	3	3	4
2 weeks	13	12	16	11	13	14	14	13	15	15	13	19	10	9	15
3 weeks	12	13	11	10	11	8	13	12	13	12	14	12	14	13	11
4 weeks	40	34	37	35	35	36	37	31	35	47	33	37	36	36	38
5 weeks	5	7	7	7	6	8	7	8	7	--	8	6	8	6	7
6 weeks	12	18	15	18	19	19	17	18	15	*	17	13	17	20	14
7 weeks	1	2	1	3	2	2	1	3	1	*	2	1	1	2	2
8 weeks	12	9	7	10	9	8	9	9	11	20	8	5	9	9	7
9 weeks	*	*	*	1	*	*	*	*	--	--	*	*	1	1	1
10 weeks	*	1	1	1	2	1	*	2	1	*	1	2	1	1	--
11 weeks	*	*	*	*	--	*	--	--	--	--	--	--	*	*	--
12 weeks	1	*	*	1	*	*	*	1	*	2	--	1	*	*	*
13 or more weeks	*	*	*	1	*	*	*	1	*	*	*	*	*	*	1
TOTAL	100	100	98	100	100	98	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-67

Do you find anything to be difficult about the monthly CERTIFICATION process?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,591	1,570	1,370	404	390	343	389	395	364	405	398	319	393	387	344
Yes	28	23	20	21	22	18	21	21	21	47	26	20	19	24	22
No	60	59	62	62	61	66	64	60	59	53	59	63	64	58	59
Don't know	11	17	18	17	17	16	15	20	20	NA	15	17	17	19	19
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,490	1,519	1,334	370	368	335	379	399	337	364	378	330	377	374	332
Yes	33	25	25	26	30	20	24	22	26	49	26	30	26	23	21
No	56	60	60	58	55	66	60	62	59	51	60	56	57	61	61
Don't know	11	15	15	16	14	13	16	16	15	NA	14	14	17	15	17
TOTAL	100	100	100	100	100	99	100	100	100	100	100	100	100	100	99
All Claims															
<i>Unweighted N</i>	3,081	3,089	2,704	774	758	678	768	794	701	769	776	649	770	761	676
Yes	32	25	24	25	29	20	24	22	26	49	26	29	25	23	21
No	57	60	61	58	56	66	61	62	59	51	60	57	58	61	61
Don't know	11	15	15	16	15	14	16	17	16	NA	14	14	17	16	18
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* In the Muskogee Pilot, the information reported in Tables A-64 and A-65 were combined in one question.

NA = Not applicable.

Sum may not add to 100% due to rounding.

TABLE A-68
What specifically do you find to be difficult or confusing about the monthly certification process?

Base: Found something to be difficult.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	424	354	288	87	91	70	78	77	79	187	100	61	72	86	78
Certification forms not received	4	2	26	1	2	35	2	4	24	5	1	24	5	3	19
Certification forms did not arrive at the same time each month	45	53	50	55	60	49	45	45	51	39	57	48	56	46	52
Have had to contact VA to get forms sent	15	17	21	20	22	27	16	21	10	13	15	26	14	11	20
Have had to pay postage	20	28	29	26	23	23	18	31	29	16	30	26	29	25	40
Forms are confusing	8	12	13	5	16	9	12	10	13	7	15	20	11	7	12
Forms represent burdensome paperwork	40	49	48	50	36	47	51	59	47	31	47	54	48	58	44
Information on form is inaccurate	5	12	13	7	8	13	13	19	13	NA	15	10	7	6	16
Other	14	NA	NA	NA	NA	NA	NA	NA	NA	27	NA	NA	NA	NA	NA
Supplemental Claims															
<i>Unweighted N</i>	467	387	360	97	114	70	92	87	104	181	99	108	97	87	78
Certification forms not received	18	19	20	22	25	22	17	21	16	15	16	21	22	16	23
Certification forms did not arrive at the same time each month	46	52	48	54	63	53	41	52	42	43	49	49	50	45	50
Have had to contact VA to get forms sent	18	17	21	27	21	27	14	18	19	15	13	19	20	15	22
Have had to pay postage	22	31	25	24	28	19	30	28	24	18	38	26	27	26	30
Forms are confusing	14	19	13	10	21	9	23	18	13	12	22	15	19	11	15
Forms represent burdensome paperwork	41	54	53	37	52	42	58	53	54	33	50	58	54	64	51
Information on form is inaccurate	11	18	20	25	19	23	15	20	20	NA	17	18	25	15	19
Other	14	NA	NA	NA	NA	NA	NA	NA	NA	30	NA	NA	NA	NA	NA

Multiple mentions. M/RO = Muskogee Pilot. NA = Not asked.

TABLE A-68, continued
What specifically do you find to be difficult or confusing about the monthly certification process?

Base: Found something to be difficult.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO %	1998 %	1999 %	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>	891	741	648	184	205	140	170	164	183	368	199	169	169	173	156
Certification forms not received	4	2	21	4	*	23	4	5	17	4	*	22	7	4	23
Certification forms did not arrive at the same time each month	46	53	49	54	63	53	42	51	43	42	50	49	51	45	50
Have had to contact VA to get forms sent	18	17	21	26	21	27	15	19	18	15	13	19	20	14	22
Have had to pay postage	22	31	25	24	27	19	28	28	24	18	37	26	27	26	31
Forms are confusing	14	18	13	9	21	9	22	17	13	11	21	15	19	11	15
Forms represent burdensome paperwork	41	53	52	39	50	42	57	54	53	32	50	58	54	64	51
Information on form is inaccurate	10	17	19	23	18	22	15	20	19	NA	17	17	23	14	19
Other	14	NA	NA	NA	NA	NA	NA	NA	NA	29	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

* Less than 0.5%.

TABLE A-69

Do you find anything to be difficult about the monthly PAYMENT process?

Base: Contacted VA RPO directly.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,582	1,566	1,369	399	391	347	388	396	358	401	396	321	394	383	343
Yes	32	28	24	23	30	22	24	26	27	52	26	26	21	29	23
No	65	67	71	73	65	73	70	66	68	48	68	68	75	67	73
Don't know	3	6	5	4	6	5	6	8	5	NA	6	6	4	5	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,491	1,511	1,338	370	364	337	377	398	336	366	377	331	378	372	334
Yes	37	31	27	29	41	25	28	32	25	54	29	30	29	26	27
No	59	64	69	63	56	71	67	62	70	46	67	67	65	69	69
Don't know	4	5	4	7	3	4	6	6	4	NA	4	3	5	5	4
TOTAL	100	100	100	100	100	100	100	100	99	100	100	100	99	100	100
All Claims															
<i>Unweighted N</i>	3,073	3,077	2,707	769	755	684	765	794	694	767	773	652	772	755	677
Yes	36	31	27	29	39	24	27	31	26	54	29	29	28	26	27
No	60	64	69	65	57	71	67	63	70	46	67	67	67	68	69
Don't know	4	5	4	7	4	5	6	6	4	NA	4	4	5	5	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

* In the Muskogee Pilot, the information reported in Tables A-66 and A-67 were combined in one question.

NA = Not applicable.

Sum may not add to 100% due to rounding.

TABLE A-70
What specifically do you find to be difficult or confusing about the monthly payment process?

Base: Found something to be difficult.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	476	437	373	92	117	94	93	105	107	209	105	88	82	110	84
Payment do not arrive when needed	4	2	56	1	2	53	2	4	56	5	1	61	5	3	55
Payments do not arrive at the same time each month	51	53	49	60	57	46	56	58	50	49	52	47	42	45	49
Have had to contact VA to get payment	25	31	31	35	41	36	28	29	26	18	32	34	36	22	31
No explanation of the amount	20	34	34	42	31	29	38	43	30	NA	35	35	37	28	34
No access to direct deposit	13	12	17	10	8	23	6	13	16	18	11	11	11	15	17
Problem with direct deposit	1	4	6	1	8	4	4	5	5	NA	2	10	1	4	6
Other	9	NA	NA	NA	NA	NA	NA	NA	NA	18	NA	NA	NA	NA	NA
Supplemental Claims															
<i>Unweighted N</i>	526	492	396	110	153	93	105	128	95	201	113	107	110	98	101
Payment do not arrive when needed	53	60	56	63	60	54	53	56	56	48	60	58	55	61	56
Payments do not arrive at the same time each month	51	56	56	52	57	53	47	46	58	49	57	55	56	62	58
Have had to contact VA to get payment	34	39	41	47	48	49	36	38	31	28	34	45	34	36	35
No explanation of the amount	22	36	33	35	30	30	47	43	39	NA	32	31	42	42	35
No access to direct deposit	14	7	10	9	10	10	7	5	16	21	6	8	9	6	7
Problem with direct deposit	1	6	4	2	3	3	2	7	3	NA	7	3	2	9	7
Other	9	NA	NA	NA	NA	NA	NA	NA	NA	19	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

* Less than 0.5%.

TABLE A-70, continued
What specifically do you find to be difficult or confusing about the monthly payment process?

Base: Found something to be difficult.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	1,002	929	769	202	270	187	198	233	202	410	218	195	192	208	185
Payment do not arrive when needed	53	59	56	63	60	54	53	56	56	49	60	58	55	61	56
Payments do not arrive at the same time each month	51	55	55	53	57	52	48	47	57	49	57	54	55	60	57
Have had to contact VA to get payment	33	38	40	45	47	47	35	37	30	26	34	44	34	34	34
No explanation of the amount	22	35	33	36	30	30	46	43	38	NA	32	31	42	40	35
No access to direct deposit	14	7	11	9	10	12	6	6	16	21	6	8	9	7	8
Problem with direct deposit	1	6	4	2	4	3	2	7	3	NA	7	4	2	8	7
Other	9	NA	NA	NA	NA	NA	NA	NA	NA	19	NA	NA	NA	NA	NA

Multiple mentions.

M/RO = Muskogee Pilot/Rollout.

NA = Not asked.

* Less than 0.5%.

TABLE A-71
Have you ever received an inaccurate payment?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,571	1,564	1,356	403	387	340	384	395	356	402	399	318	382	383	342
Yes	11	16	24	13	19	22	9	15	23	13	16	25	9	14	26
No	89	84	76	87	81	78	91	85	77	87	84	75	91	86	74
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,492	1,501	1,319	370	366	337	379	390	329	371	375	325	372	370	328
Yes	26	25	37	32	32	35	25	24	31	22	22	42	29	24	36
No	74	75	63	68	68	65	75	76	69	78	78	58	71	76	64
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,063	3,065	2,675	773	753	677	763	785	685	773	774	643	754	753	670
Yes	24	24	35	29	30	34	22	23	30	20	21	40	26	23	34
No	76	76	65	71	70	66	78	77	70	80	79	60	74	77	66
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-72
Was the inaccuracy resolved in a timely manner?

Base: Received an inaccurate payment.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	170	263	183	51	74	41	34	59	54	51	69	44	34	61	44
Yes	47	63	52	51	69	39	38	57	58	47	57	46	50	74	70
No	53	37	48	49	31	61	62	43	42	53	43	54	50	26	30
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	400	373	391	120	115	100	96	93	95	80	79	108	104	86	88
Yes	52	49	57	45	53	56	57	40	63	51	46	42	56	55	36
No	48	51	43	55	47	44	43	60	37	49	54	58	44	45	54
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	570	636	574	171	189	141	130	152	149	131	148	152	138	147	132
Yes	51	50	57	46	55	55	56	41	63	50	47	53	56	56	62
No	49	50	43	54	45	45	44	59	37	50	53	47	44	44	38
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-73

Have you ever had to borrow or pay out-of-pocket expenses in order to enroll or stay enrolled in school because VA did not complete your paperwork on time?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,588	1,572	1,363	405	392	343	390	397	363	403	398	317	390	385	340
Yes	47	45	44	49	50	48	46	41	43	48	45	48	46	43	38
No	53	55	56	51	50	52	54	59	57	52	55	52	54	57	62
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,496	1,510	1,334	371	369	339	380	393	335	367	379	330	378	369	330
Yes	46	51	50	52	61	51	46	48	51	42	51	52	44	44	46
No	54	49	50	48	39	49	54	52	49	58	49	48	56	56	54
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,084	3,082	2,697	776	761	682	770	790	698	770	777	647	768	754	670
Yes	46	50	49	51	59	51	46	47	50	43	51	51	44	44	45
No	54	50	51	49	41	49	54	53	50	57	49	49	56	56	55
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-74
**Have you ever had to delay enrollment because VA did not complete
your paperwork on time?**

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,587	1,563	1,366	404	388	345	390	394	362	400	396	319	393	385	340
Yes	7	6	9	7	10	10	8	5	8	8	5	9	7	6	6
No	93	94	91	93	90	90	92	95	92	92	95	91	93	94	94
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,501	1,503	1,335	371	366	336	381	391	337	371	378	331	378	368	331
Yes	10	10	9	13	13	9	9	10	8	10	8	11	8	8	7
No	90	90	91	87	87	91	91	90	92	90	92	89	92	92	93
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,088	3,066	2,701	775	754	681	771	785	699	771	774	650	771	753	671
Yes	10	9	9	12	13	10	9	9	8	10	8	10	8	8	7
No	90	91	91	88	87	90	91	91	92	90	92	90	92	92	93
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-75

Do you believe you have a good understanding of the education benefits you have used and which remain?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,600	1,575	1,380	405	394	346	388	399	367	410	398	321	397	384	346
Yes	75	76	78	77	80	76	74	73	77	75	74	79	75	77	79
No	25	24	22	23	20	24	26	27	23	25	26	21	25	23	21
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,514	1,523	1,342	375	367	338	380	402	339	381	378	334	378	376	331
Yes	76	75	79	76	75	81	74	74	80	76	78	78	75	74	76
No	24	25	21	24	25	19	26	26	20	24	22	22	25	26	24
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,114	3,098	2,722	780	761	684	768	801	706	791	776	655	775	760	677
Yes	76	75	79	76	76	80	74	73	80	76	77	78	75	75	77
No	24	25	21	24	24	20	26	27	20	24	23	22	25	25	23
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

TABLE A-76

Do you plan to use your full entitlement for this education program?

Base: All education beneficiaries

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
	%	%	%	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
Original Claims															
<i>Unweighted N</i>	1,610	1,575	1,383	406	394	347	391	397	366	418	398	322	395	386	348
Yes	71	73	73	73	74	76	70	69	71	69	72	70	70	77	74
No	7	7	8	6	9	7	10	9	9	7	6	6	6	5	9
Not sure	22	20	20	20	17	18	20	23	20	24	22	24	23	17	17
TOTAL	100	100	101	100	100	101	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,524	1,527	1,341	373	368	338	385	404	339	387	379	332	379	376	332
Yes	72	73	72	73	76	76	71	68	71	72	74	70	70	73	71
No	7	7	10	6	6	7	7	10	12	6	7	10	8	6	8
Not sure	22	20	18	21	17	17	21	22	17	22	19	20	22	21	20
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99
All Claims															
<i>Unweighted N</i>	3,134	3,102	2,724	779	762	685	776	801	705	805	777	654	774	762	680
Yes	72	73	72	73	76	76	71	68	71	72	74	70	70	74	72
No	7	7	9	6	7	7	8	10	12	6	7	10	8	6	8
Not sure	22	20	19	21	17	17	21	22	17	22	20	20	22	20	20
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-77

All things considered, how satisfied are you with the way VA has handled your education benefits claim?

Base: All education beneficiaries

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,604	1,576	1,387	405	393	350	390	398	368	412	398	322	397	387	347
Very satisfied	37	40	39	39	37	35	40	38	39	32	43	41	36	40	44
Somewhat satisfied	42	41	42	41	41	45	38	43	43	45	43	39	42	38	40
Neither satisfied nor dissatisfied	10	10	9	7	10	9	10	11	8	10	7	11	11	13	9
Somewhat dissatisfied	8	6	7	7	8	9	8	6	8	10	5	6	7	5	5
Very dissatisfied	4	3	3	5	5	2	4	2	2	3	2	3	5	4	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	1,514	1,527	1,347	372	370	341	384	401	340	380	380	333	378	376	333
Very satisfied	34	36	37	34	30	38	35	37	32	34	36	40	33	41	37
Somewhat satisfied	41	42	41	38	43	41	42	41	46	42	43	37	41	40	45
Neither satisfied nor dissatisfied	10	9	10	12	10	10	8	8	10	11	10	10	9	8	9
Somewhat dissatisfied	11	9	8	12	13	7	12	9	9	8	8	10	11	9	7
Very dissatisfied	4	4	3	4	5	4	3	5	3	5	4	3	6	2	3
TOTAL	100	100	99	100	100	100	100	100	100	100	100	100	100	100	101
All Claims															
<i>Unweighted N</i>	3,118	3,103	2,734	777	763	691	774	799	708	792	778	655	775	763	680
Very satisfied	34	36	37	35	30	37	35	37	33	33	36	40	34	41	38
Somewhat satisfied	41	42	41	39	43	41	41	41	45	43	43	37	41	40	44
Neither satisfied nor dissatisfied	10	9	10	11	10	10	9	8	9	11	9	10	9	9	9
Somewhat dissatisfied	10	9	8	12	12	8	12	9	9	9	7	10	10	9	6
Very dissatisfied	4	4	3	4	5	4	3	4	3	5	4	3	6	2	3
TOTAL	100	100	99	100	100	100	100	100	99	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-78
Overall, how would you rate your knowledge of VA benefits
for which you might be entitled?

Base: All education beneficiaries

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,608	1,576	1,389	407	393	351	391	399	368	413	397	323	397	387	347
Excellent	12	13	11	14	14	9	12	9	10	13	15	11	10	12	14
Very good	34	38	37	37	36	37	34	36	42	32	41	34	34	40	34
Good	31	30	33	28	31	35	32	34	29	32	29	33	34	28	33
Fair	16	13	15	15	14	14	18	16	15	16	11	16	16	15	15
Poor	6	5	5	7	5	5	4	6	4	6	5	6	6	5	4
TOTAL	100	100	101	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,516	1,529	1,347	372	370	341	384	404	340	381	380	333	379	375	333
Excellent	12	13	13	13	12	14	12	14	12	13	12	14	12	13	12
Very good	34	39	36	32	41	38	32	37	39	37	41	35	34	37	32
Good	33	29	32	37	26	31	35	29	33	30	29	32	32	30	34
Fair	14	15	14	12	15	14	16	15	11	14	14	14	15	15	15
Poor	6	5	5	6	6	3	5	6	5	6	4	5	7	5	7
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	3,124	3,105	2,736	779	763	692	775	803	708	794	777	656	776	762	680
Excellent	12	13	13	13	12	14	12	13	12	13	12	14	11	13	12
Very good	34	39	36	33	41	38	32	37	40	36	41	35	34	37	32
Good	33	29	32	36	26	31	35	29	32	31	29	32	32	30	34
Fair	14	14	14	12	15	14	16	15	12	14	13	14	15	15	15
Poor	6	5	5	6	6	3	5	6	5	6	4	5	7	5	7
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-79
What is your gender?

Base: All education beneficiaries

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			1382			350			364			322			346
Male			72			70			72			73			75
Female			28			30			28			27			25
TOTAL			100			100			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1344			341			338			332			333
Male			73			71			71			76			74
Female			27			29			29			24			26
TOTAL			100			100			100			100			100
All Claims															
<i>Unweighted N</i>			2726			691			702			654			679
Male			73			71			71			76			75
Female			27			29			29			24			25
TOTAL			100			100			100			100			100

M/RO = Muskogee Pilot/Rollout.

TABLE A-80
What is your current age?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>			1378			348			361			323			346
19 years old or younger			12			13			10			11			13
20 to 24 years old			32			27			32			31			38
25 to 29 years old			26			27			25			26			26
30 to 34 years old			13			11			13			14			12
35 to 39 years old			5			5			6			6			4
40 years old or older			13			17			14			13			7
TOTAL			101			100			100			101			100
Supplemental Claims															
<i>Unweighted N</i>			1345			341			338			333			333
19 years old or younger			4			6			2			3			5
20 to 24 years old			32			30			35			27			39
25 to 29 years old			29			29			26			31			27
30 to 34 years old			10			12			12			9			10
35 to 39 years old			4			4			3			6			4
40 years old or older			21			20			22			24			15
TOTAL			100			101			100			100			100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

TABLE A-80, continued
What is your current age?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>			2723			689			699			656			679
19 years old or younger			5			7			3			4			6
20 to 24 years old			32			29			34			27			39
25 to 29 years old			28			28			26			30			27
30 to 34 years old			11			12			12			10			10
35 to 39 years old			4			4			4			6			4
40 years old or older			20			20			21			23			14
TOTAL			100			100			100			100			100

M/RO = Muskogee Pilot/Rollout.

TABLE A-81
What is your current marital status?

Base: All education beneficiaries.A156

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			1,375			349			360			320			346
Never been married			47			46			50			42			54
Married			41			42			37			46			37
Separated			2			2			3			2			1
Divorced			8			8			8			8			7
Widowed			2			2			2			2			1
TOTAL			100			100			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1,342			341			338			333			330
Never been married			42			39			43			39			51
Married			45			48			46			46			38
Separated			3			2			2			4			2
Divorced			9			10			7			10			9
Widowed			1			1			1			1			--
TOTAL			100			100			100			100			100
All Claims															
<i>Unweighted N</i>			2,717			690			698			653			676
Never been married			43			40			44			40			51
Married			45			47			45			47			38
Separated			2			2			2			3			2
Divorced			9			10			7			9			9
Widowed			1			1			1			1			*
TOTAL			100			100			99			100			100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

* Less than 0.5%.

TABLE A-82

Aside from the classes you are currently taking, what is the highest level of education you have completed?

Base: All education beneficiaries

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			1,376			345			364			321			346
Less than high school graduate			*			--			1			1			--
High school graduate or GED			27			29			28			23			29
Some college			61			60			57			67			61
College graduate			9			9			9			8			8
Graduate work			3			3			5			1			2
TOTAL			100			101			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1,334			338			336			333			327
Less than high school graduate			--			--			--			*			--
High school graduate or GED			20			22			20			20			18
Some college			65			65			62			64			71
College graduate			11			10			12			11			9
Graduate work			4			3			6			5			3
TOTAL			100			100			100			100			101
All Claims															
<i>Unweighted N</i>			2,710			683			700			654			673
Less than high school graduate			*			--			*			*			--
High school graduate or GED			21			23			21			20			19
Some college			65			64			61			64			69
College graduate			10			10			12			11			9
Graduate work			4			3			6			4			3
TOTAL			100			100			100			99			100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

* Less than 0.5%.

-- None.

TABLE A-83

In what type of education program are you currently enrolled?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			1,317			336			344			306			331
High school or GED			*			*			*			--			--
On-the-job training or apprenticeship program			3			4			1			3			4
Certificate/license program			12			14			11			12			8
Two-year academic college program			34			28			35			38			38
Four-year academic college program			45			49			44			41			46
Post-graduate degree program			6			4			9			6			4
TOTAL			100			99			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1,259			310			323			313			313
High school or GED			--			--			--			--			--
On-the-job training or apprenticeship program			3			3			2			4			3
Certificate/license program			11			10			13			12			10
Two-year academic college program			34			32			35			34			35
Four-year academic college program			45			49			41			43			48
Post-graduate degree program			7			6			9			7			4
TOTAL			100			100			100			100			100

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

* Less than 0.5%. -- None

TABLE A-83, continued
In what type of education program are you currently enrolled?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
All Claims															
<i>Unweighted N</i>			2,576			646			667			619			644
High school or GED			*			*			*			--			--
On-the-job training or apprenticeship program			3			3			2			3			3
Certificate/license program			11			10			13			12			10
Two-year academic college program			34			32			35			35			36
Four-year academic college program			45			49			41			43			48
Post-graduate degree program			7			6			9			7			4
TOTAL			100			100			100			100			101

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding, * Less than 0.5%. -- None

TABLE A-84
Do you have any dependent children 5 years old or younger?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>			1,376			347			364			319			346
Yes			30			30			32			31			29
No			70			70			68			69			71
TOTAL			100			100			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1,339			338			335			334			332
Yes			31			34			30			29			31
No			69			66			70			71			69
TOTAL			100			100			100			100			100
All Claims															
<i>Unweighted N</i>			2,715			685			699			653			678
Yes			31			34			31			30			31
No			69			66			69			70			69
TOTAL			100			100			100			100			100

M/RO = Muskogee Pilot/Rollout.

TABLE A-85

How many dependent children 5 years old or younger do you have?

Base: Have dependent children 5 years old or younger.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			318			86			85			72			75
1			71			67			78			68			71
2			23			24			19			26			22
3			4			5			3			3			4
4			3			5			--			3			3
TOTAL			101			101			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			323			107			77			74			65
1			70			71			74			70			65
2			24			27			19			23			26
3			4			2			5			3			8
4			2			--			1			4			2
TOTAL			100			100			99			100			101
All Claims															
<i>Unweighted N</i>			641			193			162			146			140
1			70			71			75			70			66
2			24			27			19			23			26
3			4			2			5			3			7
4			2			*			1			4			2
TOTAL			100			100			100			100			101

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

-- None

TABLE A-86

Do you have any dependent children between the ages of 6 and 17?

Base: All education beneficiaries.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
	M/RO	1998	1999	Atlanta			Buffalo			Muskogee			St. Louis		
				M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999	M/RO	1998	1999
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>			1,362			344			359			314			345
Yes			28			27			27			29			28
No			72			73			73			71			72
TOTAL			100			100			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			1,326			335			333			330			328
Yes			33			38			28			33			30
No			67			62			72			67			70
TOTAL			100			100			100			100			100
All Claims															
<i>Unweighted N</i>			2,688			679			692			644			673
Yes			32			36			28			33			30
No			68			64			72			67			70
TOTAL			100			100			100			100			100

M/RO = Muskogee Pilot/Rollout.

TABLE A-87
How many dependent children between the ages of 6 and 17 do you have?

Base: Have dependent children between the ages of 6 and 17.

	ALL RPO's			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %	M/RO %	1998 %	1999 %
Original Claims															
<i>Unweighted N</i>			280			79			73			61			67
1			57			61			60			52			53
2			30			32			30			28			33
3			9			4			7			15			11
4			4			4			3			5			3
TOTAL			100			101			100			100			100
Supplemental Claims															
<i>Unweighted N</i>			326			102			77			78			69
1			60			58			65			56			64
2			29			30			29			28			26
3			9			8			5			13			9
4			2			4			1			3			1
TOTAL			100			100			100			100			100
All Claims															
<i>Unweighted N</i>			606			181			150			139			136
1			59			58			64			56			62
2			29			31			29			28			27
3			9			7			5			13			9
4			3			4			2			3			3
TOTAL			100			100			100			100			101

M/RO = Muskogee Pilot/Rollout.

Sum may not add to 100% due to rounding.

Appendix B

Methodology

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METHODOLOGY

Background

For several years, the Surveys and Research Staff, Veterans Benefits Administration (VBA), U.S. Department of Veterans Affairs (VA) has undertaken a long-range project to develop customer satisfaction survey instruments and methodologies to provide customer feedback on the processes associated with the various benefit programs VBA administers. This study focuses on the three primary education benefit programs available to veterans and certain dependents which are administered by VBA. They are:

- Chapter 30, Montgomery GI Bill — Active Duty Educational Assistance Program, available to veterans and individuals currently on active-duty;
- Chapter 1606, Montgomery GI Bill — Selected Reserves Educational Assistance Program, available to members of the active reserve and National Guard; and
- Chapter 35, Survivors' and Dependents' Educational Assistance Program, available to certain dependents of veterans.

While applications for education benefits may be submitted to any of the 58 VA Regional Offices (RO), they are processed at four of these offices: Atlanta, Georgia; Buffalo, New York; Muskogee, Oklahoma; and St. Louis, Missouri – the Regional Processing Offices.

In 1997, Surveys and Research Staff undertook a pilot test of 1,375 education claimants from the Muskogee, OK Regional Processing Office (RPO). In the Spring of 1998, the staff undertook a survey of education beneficiaries in the remaining three RPO's in Atlanta, GA; Buffalo, NY; and St. Louis, MO. In this survey, referred to as the Rollout Study, questionnaires were sent to 4,177 education beneficiaries. In the Fall of 1998 the first full administration of education beneficiaries from all four RPO's was conducted with questionnaires being sent to 5,583 beneficiaries.

This current study is the second of the education beneficiaries customer satisfaction project consisted of claimants from all four RPO's. The questionnaire used for this study was changed only slightly with the addition of a question asking what typically happened when VA was contacted using each of the three telephonic methods: using the 1-800 number

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that connected the beneficiary to their local regional office, using the 1-888 number connecting the beneficiary to their RPO; or calling the RPO directly. In addition, a new series of question was added at the end to gather basic demographic information. While some of this information was available in the administrative files, it was often missing or was not necessarily current. No information was previously available on the number of dependent children.

Questionnaire Content and Structure

The initial questionnaire content and structure was based on the results of focus groups with veterans conducted prior to the pilot test by VBA's Surveys and Research Staff. It was also based on information learned on earlier customer satisfaction projects conducted by ORM. Cognitive interviews were conducted with approximately 15 veterans currently receiving education benefits to obtain their comments on the draft questionnaire and cover letters. The questionnaire and cover letters were revised as a result of these interviews. The questionnaire used in each subsequent study was an outgrowth of this initial work.

The current questionnaires were divided into nine sections tracing the claimants' experience with the claims process. These sections are:

- Preparing for Your Education Benefits;
- Contact with a VA School Representative;
- Contact through VA's 1-800-827-1000 Number;
- Contact through VA's 1-888- GI BILL-1 Number;
- Contact with a VA Education Regional Processing Office;
- Applying for Benefits;
- Certification and Payments;
- Overall Impressions, and
- General Information.

Previous work in the area of customer satisfaction indicated that it was important to minimize respondent confusion. While it was felt that the distinct experiences in learning about benefits were sufficiently different to require separate questionnaires, similar differences did not exist between those beneficiaries filing original and supplemental claims. This analysis resulted in the development of three questionnaires covering the following situations:

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- A claim filed by veterans receiving benefits under Chapter 30 and members of the active reserves receiving benefits under Chapter 1606 – these claimants had the opportunity to attend the briefings that take place prior to the separation from service;
- A claim filed by current members of the armed forces receiving benefits under Chapter 30 – these claimants had the same potential to learn about education benefits as those in the previous group with the exception of the opportunity to attend the briefings prior to the separation from service; and
- A claim filed by eligible dependents receiving benefits under Chapter 35 – these claimants had a very different experience learning about education benefits.

The major differences between the three versions of the questionnaire were in the first section covering the preparation for using education benefits – "How did you find out about the benefits?", "When did you first decide to apply for benefits?", etc. There were also slight wording differences in those questions asking if a certain event, such as contacting a VA regional office, took place. For veterans and reservists, these questions asked if these events took place after they left active-duty or completed their initial training component of their reserve or guard training. Copies of the questionnaires used in this study appear in Appendices C, D, and E.

Sampling

The study population was developed by cumulating the completed workload by RPO, education benefits chapter, and claimant status (original versus supplemental) for the six-month period from April to September 1999. This provided a sufficient number of cases from which a sample could be drawn, and provided a broad cross-section of beneficiaries who had recently interacted with VA about their education benefits. The sample was evenly divided between original and supplemental claims since the supplemental claims outnumber original claims by 6.9 to 1. Further, this varies considerably for the six-month reference period among the four RPO's (from a low of 6.2 to 1 to a high of 8.1 to 1), and even more among benefit programs (from a low of 5.5 to 1 to a high of 7.4 to 1). Without independently sampling by claim status, the results would be most representative of supplemental claimants.

The distribution of the components making up the population for this study is shown in Table B-1 (next page).

TABLE B-1

Six-Month Cumulative Completed Workload by Education Benefit Chapter and RPO: April to September 1999				
RPO and Chapter	Original Claim		Supplemental Claim	
	Number	Percent	Number	Percent
Atlanta, GA	17,301	100.0%	114,015	100.0%
Chapter 30 - Veterans and Armed Forces	11,251	65.0%	79,858	70.0%
Chapter 35 - Dependents	3,101	17.9%	16,533	14.5%
Chapter 1606 - Active Reserve	2,949	17.0%	17,624	15.5%
Buffalo, NY	15,142	100.0%	93,454	100.0%
Chapter 30 - Veterans and Armed Forces	9,997	66.0%	65,302	69.9%
Chapter 35 - Dependents	2,185	14.4%	10,180	10.9%
Chapter 1606 - Active Reserve	2,960	19.5%	17,972	19.2%
Muskogee, OK	16,982	100.0%	137,625	100.0%
Chapter 30 - Veterans and Armed Forces	12,117	71.4%	103,272	75.0%
Chapter 35 - Dependents	2,365	13.9%	15,246	11.1%
Chapter 1606 - Active Reserve	2,500	14.7%	19,107	13.9%
St. Louis, MO	14,014	100.0%	94,213	100.0%
Chapter 30 - Veterans and Armed Forces	9,163	65.4%	67,451	71.6%
Chapter 35 - Dependents	1,623	11.6%	9,319	9.9%
Chapter 1606 - Active Reserve	3,228	23.0%	17,443	18.5%
Total	63,439	100.0%	439,307	100.0%
Chapter 30 - Veterans and Armed Forces	42,528	67.0%	315,883	71.9%
Chapter 35 - Dependents	9,274	14.6%	51,278	11.7%
Chapter 1606 - Active Reserve	11,637	18.3%	72,146	16.4%

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The study design called for 400 completed questionnaires for the original strata and another 400 for the supplemental strata for each RPO. If the response rate is estimated to be 60 percent, a minimum of 667 beneficiaries should be drawn. Based on these calculations, a target sample of 700 original and 700 supplemental claims would be drawn for each of the four RPO's from the administrative files associated with the three education benefit programs based on these distributions shown in Table B-1. The distribution of the actual sample drawn from each RPO and program is shown below:

TABLE B-2

Drawn Sample by RPO and Education Benefit Chapter			
Chapter	Original Claims	Supplemental Claims	Total Sample
Atlanta, GA	699	700	1,399
Chapter 30 - Veterans and Armed Forces	455	490	955
Chapter 35 - Dependents Chapter	125	102	227
1606 - Active Reserve	119	108	227
Buffalo, NY	700	700	1,400
Chapter 30 - Veterans and Armed Forces	462	489	951
Chapter 35 - Dependents Chapter	101	76	177
1606 - Active Reserve	137	135	272
Muskogee, OK	699	700	1,399
Chapter 30 - Veterans and Armed Forces	499	525	924
Chapter 35 - Dependents Chapter	97	78	175
1606 - Active Reserve	103	97	200
St. Louis, MO	700	700	1,400
Chapter 30 - Veterans and Armed Forces	458	501	959
Chapter 35 - Dependents Chapter	81	69	150
1606 - Active Reserve	161	130	291
Total	2,798	2,800	5,598
Chapter 30 - Veterans and Armed Forces	1,874	2,005	3,879
Chapter 35 - Dependents Chapter	404	325	729
1606 - Active Reserve	520	470	990

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As in the earlier studies, rather than establish separate sample targets within Chapter 30 for veterans and those currently serving in the armed forces, requiring additional programming and sampling steps at the front end, it was thought more expedient to draw the sample for Chapter 30 and separate out those currently on active-duty from the sample after it was drawn. Experience from the earlier studies generally showed one original claim in eight and one supplemental claim in 20 were from claimants currently on active-duty in the armed forces. As shown in Table B-3 below, the difference between the proportion of active-duty servicemembers who filed original claims were close to what was expected while the differences for those who filed supplemental claims varied widely from what was expected.

TABLE B-3

Distribution of Chapter 30 Claimants by RPO				
Veteran Status	Original Claim		Supplemental Claim	
	Number	Percent	Number	Percent
Atlanta, GA	455	100.0	490	100.0
Veterans	412	90.5	453	92.4
Active-Duty Armed Forces	43	9.5	37	7.6
Buffalo, NY	462	100.0	489	100.0
Veterans	403	87.2	443	90.6
Active-Duty Armed Forces	59	12.8	46	9.4
Muskogee, OK	499	100.0	525	100.0
Veterans	448	89.8	498	94.9
Active-Duty Armed Forces	51	10.2	27	5.1
St. Louis, MO	458	100.0	501	100.0
Veterans	417	91.0	478	95.4
Active-Duty Armed Forces	41	9.0	23	4.6
Total	1,874	100.0	2,005	100.0
Veterans	1,680	89.6	1,872	93.4
Active-Duty Armed Forces	194	10.4	133	6.6

Questionnaire Mailing Protocol

The mailing protocol, in accordance with the Dillman methodology, required up to five mailings be made to every person in the sample. The entire sample was sent an advance, or pre-notification, letter informing the recipient that they had been selected for this study and would shortly be receiving the questionnaire. As shown in Table B-4, this letter was sent out in late December, 1999.

TABLE B-4

Survey Mailing Schedule		
Item Mailed	Audience	Date of Mailing
Advance Letter	Total Sample	December 28, 1999
First Mailing of the Questionnaire	Total Sample	January 4, 2000
Reminder Post Card	Total Sample	January 14, 2000
Second Mailing of the Questionnaire	Remaining Sample	February 17, 2000
Final Reminder Card	Remaining Sample	March 13, 2000
End of Field Period		April 11, 2000

The first contact potential respondents had with the study was the advance letter signed by the Under Secretary for Benefits. The purpose of this letter was to inform the beneficiary that they had been selected to participate in the study, to assure them this was a bonafide study sponsored by the Department of Veterans Affairs, to convey to them the importance VA placed on the study (it was hoped this would increase participation), to give them a toll-free number where they could get more information about the study if they had any questions, and a post script inviting the recipient to visit the VA "home page" dealing with education programs and benefits (see Figure B-1, next page).

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Letters addressed to individuals no longer living at the address on the sampling file were handled differently, depending on the situation.

- **Valid forwarding address on file with the post office:** letter forwarded by post office, SRBI informed of new address, and address file updated;
- **Forwarding order expired, new address known by post office:** letter returned as undeliverable, letter re-mailed to the corrected address, and address file updated; and
- **Forwarding order expired, new address not known by post office:** letter returned as undeliverable and name removed from the active sample file.

The advance letter was followed 10 days later with a large envelope containing a cover letter; the appropriate questionnaire for that segment of the sample a pre-addressed, and a postage-paid return envelope. This package also went to the entire sample. Returned mail was handled with the same procedure as described above. The names of respondents were removed from the active sample as questionnaires were returned (see Figure B-2, next page). The cover letter, also signed by the Under Secretary for Benefits, included with the questionnaire reiterated the same points as the advance letter.

A reminder card was sent to the entire sample 10 days after the questionnaire mailing which asked them to complete and return the questionnaire as soon as possible (see Figure B-3, page B-14). At this point there was not a large enough return to eliminate those that had returned their questionnaires.

In turn, this was followed by a second mailing of the questionnaire about two weeks after the follow-up card. The cover letter again stressed that completing and returning the questionnaire would not affect the respondents current or future benefits (see Figure B-4, page B-15).

Lastly, about three weeks after the second copy of the questionnaire was mailed, a final reminder card was sent to those who had not yet responded (see Figure B-5, page B-16).

Response Rates

The final disposition of the sample is shown in Table B-5 (page B-18). The final response rate for this study was 52.4 percent compared to the final response rate of 58.0 for the first full administration in 1998. It is quite possible that the mailing schedule caught beneficiaries in the middle of semesters or between residences. Each of the administrations of this questionnaire has taken place at a different time of year. For this reason it is difficult to say if the varying response rate is related to the difference in the calendar or a declining willingness to respond. It should be noted, however, that the number of mail returns did increase from 168 in the previous report to 214 in the current study. While this does not effect the final response rate as mail returns or removed from the sample, it could be indicative of a problem if all undeliverable mailings are not returned. Another factor contributing to the lower response rate is that the field period was closed four weeks after the final reminder card in the current study as opposed to six weeks in the previous study.

As was seen in previous studies, the highest response rate (57.9 percent) was achieved among dependents, followed by those on active duty (54.8 percent), veterans (52.4 percent), and reservists (48.2 percent). While response rates for all groups decreased from the previous study, they remain in the same order from highest to lowest.

The response rates varied between RPO's by three percentage points: from a high of 55.5 percent in Buffalo to a low of 51.2 percent in Muskogee (see Table B-5, next page). Response rates for Atlanta and St. Louis were 53.9 percent and 53.3 percent respectively.

TABLE B-5

Final Sample Disposition by RPO						
	Drawn Sample	Mail Returns	Returned Blank	Effective Sample	Forms Returned	Response Rate
Atlanta, GA	1,399	52	4	1,343	724	53.9
Chapter 30 – veterans	865	32	1	832	454	54.6
Chapter 30 - active duty	80	0	0	80	39	48.8
Chapter 35	227	12	2	207	124	59.9
Chapter 1606	227	8	1	219	107	49.9
Buffalo, NY	1,400	45	8	1,347	749	55.5
Chapter 30 – veterans	846	23	6	817	455	55.7
Chapter 30 - active duty	105	8	0	97	52	53.6
Chapter 35	177	7	1	169	109	64.5
Chapter 1606	272	7	1	264	132	50.0
Muskogee, OK	1,399	58	8	1,333	682	51.2
Chapter 30 – veterans	946	42	4	900	455	50.6
Chapter 30 - active duty	78	5	1	72	45	62.5
Chapter 35	175	6	2	167	89	53.3
Chapter 1606	200	6	1	193	93	48.2
St. Louis, MO	1,400	57	9	1,334	711	53.3
Chapter 30 – veterans	895	33	4	858	446	52.0
Chapter 30 - active duty	64	3	0	61	35	57.4
Chapter 35	150	13	2	135	86	63.7
Chapter 1606	291	8	3	280	144	51.4
Total	5,598	214	25	5,359	2,807	52.4
Chapter 30 – veterans	3,552	130	13	3,409	1,781	52.2
Chapter 30 - active duty	327	16	1	310	170	54.8
Chapter 35	729	39	6	684	396	57.9
Chapter 1606	990	29	5	956	460	48.2

Weighting Procedures

As discussed earlier in this chapter, the sample was drawn to be representative of the education benefit programs – Chapter 30, Chapter 35, and Chapter 1606 – by claim status – original and supplemental – within each of the RPO's. Specifically, two separate samples were drawn from claims processed at each RPO. The first sample was drawn to be representative of the distribution of the three benefit programs within the population of original claims and the second was drawn to be representative of the distribution of the three benefit programs within the population of supplemental claims. However, in order to obtain an accurate measure of the responses of claimants at each RPO, the responses of the original and supplemental claimants must be combined in the proportion they exist in the population. Not to do so would over represent the smaller proportion of original claimants (12.6 percent of all claims processed during the sampling period) compared to the larger proportion of supplemental claimants (87.4 percent of processed claims).

Similar logic holds when combining the results from all RPO's to develop national results. While the range is less dramatic between claim status – from a low of 21.5 percent for St. Louis to a high of 30.8 percent for Muskogee – it still can effect the results. Finally, it is important to compensate for the differential response rates reported in Table B-6.

The distribution of claims processed within categories from which the sample was drawn is shown in Table B-1. This table shows that original Chapter 30 claims processed in Atlanta make up 2.24 percent of all claims processed during the six month reference period (11,251 divided by 502,749 – the sum of 63,439 and 439,307). The responses of original Chapter 30 claimants from Atlanta were weighted so that they made up 1.87 percent of the cases used in the final analysis.

A similar procedure was carried out for each cell in the original sample. That is, the same weight was used for all Chapter 30 respondents in a particular RPO rather than a separate weight for veterans and those on active duty. This was done since the sample was drawn to be representative of those receiving benefits under a specific program and not subgroups within the program.

Spanish Language Questionnaires

All three questionnaires used for this project were translated into Spanish. These questionnaires were sent to respondents in Puerto Rico along with the English version. The respondent would be able to select the questionnaire they felt most comfortable using. The cover letters were also translated, but the reminder cards were not.

Table B-6 shows the number of Spanish language questionnaires that were distributed and the number that were returned.

TABLE B-6

Disposition of Spanish Language Questionnaires Sent to Beneficiaries in Puerto Rico				
Form	Total Sent	Total Returns	Spanish Returns	Percent Spanish
Form V – Veterans and Reservists	14	6	3	50%
Form A – Active Duty	1	1	0	--
Form D -- Dependents	40	23	18	78%

The results shown in Table B-6 are not surprising. Members of the active duty military who are stationed in Puerto Rico may not be from Puerto Rico. Therefore, the need for a questionnaire in Spanish is minimal. On the other hand, dependents, while speaking English, may feel more comfortable using a language in Spanish. None the less, the use of all three Spanish version questionnaires should be continued in the future.

Responding on the Internet

Beneficiaries were also given the opportunity to respond via the Internet. The advance letter and both cover letters contained a unique Internet Identification number – a letter followed by seven digits. These numbers were generated randomly and were used to make it impossible for any respondent to increase his ID number by 1 and complete the questionnaire again.

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Respondents were allowed to return to the web site as many times as they cared to in order to complete the survey. However, once they submitted their form, their identification number was deleted from the list making it impossible for them to return to the survey. There was not a Spanish version of the Internet questionnaire.

Table B-7 (below) shows the number and percent of individuals who completed their form over the Internet.

TABLE B-7

Responses over the Internet by Sample Categories			
Sample Category	Total Returns	Internet Returns	Percent Internet
Chapter 30, Veterans – Original	837	136	16.2%
Chapter 30, Veterans – Supplemental	944	173	18.3%
Chapter 30, Active Duty – Original	102	20	19.6%
Chapter 30, Active Duty – Supplemental	68	14	20.6%
Chapter 1606, Reservists – Original	242	30	12.4%
Chapter 1606, Reservists – Supplemental	218	37	17.0%
Chapter 35, Dependents – Original	243	30	12.3%
Chapter 35, Dependents – Supplemental	153	13	8.5%
TOTAL	2,807	453	16.2%